



Crushing Equipment Solutions Job Description

Product Support Sales Representative- Crushing & Screening

Job Code: 499

FLSA Classification: Exempt

Job Specific Task ID: 8

Reports to: Crushing and Screening Manager

Salary Grade/Level/Family/Range:

(Base Salary + Commission)

Updated: 8-2022

Pay differentials for location and/or shift may apply

Position Summary:

The Product Support Sales Representative (PSSR) is a key figure in helping to keep the customer's machines healthy and productive by selling Crushing and Screening parts, preventative maintenance, and repair within a designated territory in a manner that reflects the company's vision of working as "One Professional Team." The PSSR helps develop marketing plans for this segment of CES's business so that increased sales and profits may be realized. The primary functions of this position are to develop and offer the lowest possible operating cost to customers, minimize customer downtime, and merchandise and promote all applicable products offered by CES.

Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

- Creates and maintains profiles on all major parts and service competitors
- Reports lost parts and service sales
- Compiles and maintains customer call list
- Submits call list and expense reports
- Maintains the CTS files to accomplish accurate follow-up to maximize CES's potential undercarriage sales
- Coordinates Service repairs and Parts deliveries
- Works cooperatively with parts and service managers to meet the needs of customers
- Makes office and on-site sales calls to customers, exhibiting strong communication skills
- Uses effective communications skills while communicating with others in the Sales Department, and with personnel in other departments and in the field
- Makes regular calls on customers to promote all available products offered by CES
- Prospects for new users and applications for company products
- Maintains an awareness of competition
- Provides Parts and Service quotes to customers
- Recommends all service options (exchange vs. rebuild) to fulfill specific situations or customer needs
- Conducts periodic basic machine inspections to recognize parts and service potential to better serve and support the customer's needs
- Conducts required Custom Track Service (CTS) on a regular basis

- Other duties as assigned by manager

Travel Requirements:

- 25- 50%

Competencies:

- Data Entry
- Telephone Skills
- Safety Knowledge
- Reading/Writing Skills
- Reasoning Skills
- Organizational Skills
- Communication Skills
- Math Skills
- Product Knowledge
- Basic knowledge of Microsoft PowerPoint and Access
- Basic knowledge of CRM/Sales Link
- Intermediate knowledge of Microsoft Word, Outlook, and Excel
- Intermediate knowledge of DBS and ET/SIS/SIS Web/STW

Supervisory Responsibilities:

- None

Work Environment:

- Noise: Loud
- Indoors and Outdoors

Physical Demands:

- Standing
- Walking
- Talking
- Sitting
- Use of Hands
- Hearing
- Squatting/Kneeling
- Ability to ascend/descend ladders, stairs, etc.
- Medium work that includes lifting and/or moving objects up to 32 pounds or more

Required Education and Experience:

- High School Diploma or GED
- 3-5 years' experience with a heavy equipment dealership in a parts or service function
- 1-3 years administrative/clerical experience
- 3-5 years customer service experience
- 1-3 years sales experience

Additional Eligibility Requirements:

- Valid Driver's License and driving record that meets company standards

- Must pass all required pre-employment screenings which may include but are not limited to background checks, drug/alcohol testing, fit for duty testing, and any other job-related tests/screenings

Other Duties:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently.

Crushing Equipment Solutions LLC. is an EEO/AA/Veterans/Disabled employer.