



Rieck Services is looking for a highly motivated, professional and organized individual for a full-time Service Sales Account Representative. The position is represented by the following job description:

Job Description:

Position Title: Service Sales Account Representative

Type: Full Time / Salaried

Salary Range: Commiserate with experience

Reporting Relationship: Reports to the Service Sales Manager

Primary Responsibility:

This position is responsible for direct, B2B outside sales of Rieck Services HVACR and Plumbing-related mechanical services, specifically Customized Service Agreements. Must be able to self-generate and identify new qualified business opportunities.

Primary Role:

The Service Sales Account Representative primary role is to achieve assigned quarterly and annual sales goals with respect to new maintenance contract sales in an assigned geographic territory and/or vertical market, to include:

- Prospecting and generating new opportunities
- Quoting, negotiating and closing Customized Service Agreements
- Identifying and responding to Requests for Proposal (RFPs)
- Accurate forecasting
- Developing and executing strategic customer engagement plans

Secondary Role:

The Service Sales Account Representative's secondary role is to develop existing accounts or new prospective accounts by bringing opportunities to other members of the sales or technical/engineering team.

Skills and Knowledge:

- Has a successful track record in sales, with a good insight into the needs, motives and emotions of the customer or prospect.
- Communicates well, conveying a professional and consultative resource to our customers and prospects.
- Manages administrative and other non-sales or non-service tasks efficiently, to maximize time in the field
- Completes paperwork accurately and on-time; maintains customer and prospects personal files in good order
- Has excellent business and proposal writing skills with ability to draft professional letters and proposals that differentiate from the competition

Essential Functions:

- Ability to quickly establish strong relationships and partnerships with existing and potential service customers.
- Direct sales of the company's services, including prospecting leads, preparing proposal and quotations, negotiations and closing sales.

- Ensures that a high level of customer satisfaction is maintained and that sales revenue, product mix and contract (renewal) rates meet or exceed assigned targets.
- Participates in training. Attends meetings, trade shows, seminars and other training and networking events as required or requested.
- Keeps informed of industry information of interest to customers. Tracks industry trends. Checks on competitive activity and develops new methods of attaining new business.

Other Duties:

Investigate customer complaints regarding services / products provided. Performs other job-related duties and responsibilities as may be assigned from time to time.

Minimum Qualifications:

- Bachelor's degree or equivalent combination of education and experience.
- Computer skills a must, ie., ability to learn and navigate estimating programs and CRM
- Proficient in Microsoft Office, specifically Excel, Word and PowerPoint.
- Demonstrated selling, problem-solving and negotiating skills
- Knowledge or experience with HVACR and Plumbing a plus, but not required.
- Excellent oral and written communication skills and computer literacy.

Additional Proficiency Qualifications:

- Valid Driver's License
- Candidates must also complete a satisfactory behavioral profile assessment, drug screen and a satisfactory background check.

Rieck Services is an EEO Employer. Rieck Services is a Drug Free Work Place, therefore all employment is subject to prior drug screening and random screening thereafter.