

Sales Technical Support

Result Statement

To assist in achieving the company's strategic objective by following and innovating company systems and processes. Responsible for ensuring customer satisfaction and managing customer relationships.

Entrepreneurial Work

Recommend to Management ideas and dreams for the vision of the company that are consistent with our overall strategic objective.

Main Job Tasks and Responsibilities

- Sales Level 2 Job Description plus the following additional responsibilities
- Determine replacement parts required according to customer request or description of malfunctions
- Discuss use and features of various parts, based on knowledge of engines, trucks, and equipment.
- Walk through warranty failures with customers and addressing customer concerns on denied warranty claims.
- Phone sales and order processing
- Create parts quotes
- Follow up with both existing and potential clients with repeat business potential
- Develop client referrals
- Maintain the HHP customer and parts database
- Use promotional materials to increase sales
- Conduct direct marketing activities
- Make presentations of company products and services to current and potential clients
- Ensure customer service satisfaction and excellent client relationships
- Monitor competitors and market conditions
- Assist with product development
- Follow the HHP system and report any problems to management immediately

Education and Experience

- Extensive technical knowledge of diesel engines, medium – heavy duty trucks, and equipment
- Knowledge of relevant computer applications
- Knowledge of principles and practices of sales
- Knowledge of customer service principles
- Knowledge of basic business principles
- Experience in sales
- Proven ability to achieve sales targets

Key Competencies and Standards

- Persuasiveness
- Adaptability
- Verbal and written communication
- Typing
- Stress tolerance
- Goal driven

Job Classification: Exempt

Job descriptions are subject to change with the needs of the company.