

## Aftermarket Sales & Service Representative

### About this job

#### Summary

Sell corporate products and services to the commercial baking industry. Conducts on-site visits with customers to increase aftermarket sales and establish new customer accounts for LeMatic. Extensive travel required to be managed cost effectively.

#### Job description

Responsibilities include:

- Conduct in-person visits with customers and potential clients. 70-85% of the time will be spent in the field. (Home on weekends usually).
- Continually develop and improve product knowledge.
- Create, manage and follow up quotes provided to customers.
- Pre-plan and create a trip plan with preset appointments to maximize exposure and cost effectiveness while traveling.
- Find customer pain points and provide solutions specific to that customer.
- Achieve sales and activity goals set for the role.
- Provide proactive communication to customers of routes, back orders, and other information.
- Support the overall effort of the sales department with a specific focus on aftermarket.
- Inform customers of new products, to better serve, up-sell, or recommend substitutes.
- Execute transactional selling, seeking to increase gross margins
- Listen to customer requests or concerns & institute the proper procedure to resolve issues.
- Develop and maintain relationships with internal staff and external customers.
- Maintain customer database and generate internal database information, such as lists and counts for direct marketing projects.
- Coordinate and participate in trade show exhibits and promotions.
- Work closely with marketing firm to coordinate and assist in developing marketing tools.
- Facilitate and manage meetings, both in person and virtual.

#### Desired Skills and Experience

Knowledge and Skills (Education):

- Bachelor's degree in related field or
- Minimum 2+ years sales experience
- Teamwork attitude & the ability to coordinate work effectively with internal team.
- Logical thinker with strong problem solving skills, focused on providing solutions
- Excellent written and verbal communication skills
- Professional sales skills and the understanding of selling processes are critical.
- Multi-tasking, strong organizational and time management skills
- Basic business acumen in order to analyze and discuss customer operations.
- Proficiency with Microsoft Word, Excel and Power Point is required.

## **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to walk. The employee is required to stand and walk. The employee must be able to travel which requires the ability to sit in a plane, car, train and like means of travel. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

## **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment can be very loud. Customer site locations may require head, hearing, eye, foot and other protection methods. These sites can also range in temperature from very cold to very hot.