



THERMALNETICS
a member of **DAIKIN** group

Position: Account Manager (Parts)
Location: Grand Rapids MI
Job Category: Sales / Management
Status: Full Time Employee

Position Summary: This position is responsible for growing parts revenue through increasing sales with the current customer base while acquiring sales through new customers. Responsible for processing parts sales, customer orders and responding to customer's inquiries, questions or complaints regarding parts services. Seek remedies to ensure customer satisfaction and retention. Assist in vendor sales, inventory, purchasing, pricing and warranty administration. Lead the growth of both customer base as well as sales through marketing strategies and customer satisfaction. Attend trade shows and other marketing promotions as appropriate.

Responsibilities

- Lead the sale of HVAC parts, equipment and supplies over the phone and in person interacting with customers on a daily basis.
- Plans, develops and implements operational policies and goals.
- Support internal team by providing overall technical support and researching options including, but not limited to receiving and processing orders, product and service questions, warranty administration and overall customer complaints.
- Determine the inventory mix based on current market, future market trends and customer needs along with making sure that inventory mix is maintained within each location.
- Research competitive information to competitively price all inventory while maintaining a solid profit margin.
- Create a comprehensive marketing strategy for the direct sales parts office and determine the most efficient avenues to achieve or exceed overall revenue goals.
- In partnership with the sales engineers and service department, conduct joint sales and customer calls to key accounts.
- Makes regular sales calls to customers.
- Pursues new strategies to grow total office sales both through current and new customers.
- Responsible for achieving objectives regarding revenue, profit and proprietary/commodity goals as set forth by the leadership team.
- Always represent the organization in a courteous and professional manner.
- Other duties as assigned.

Competency

To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving - Identifies and resolves problems in a timely manner; Uses reason even when dealing with emotional topics.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.

Leadership - Inspires and motivates others to perform well.

Team Work - Balances team and individual responsibilities and puts the success of the team above own interests.



Business Acumen - Displays orientation to profitability; Aligns work with strategic goals. Demonstrates knowledge of market and competition and aligns work with strategic goals.

Interpersonal - Focuses on solving conflict, not blaming and maintains confidentiality.

Strategic Thinking - Develops strategies to achieve organizational goals and understands organization's strengths & weaknesses.

Managing People - Includes staff in planning, decision-making, facilitating and process improvement. Improves processes, products and services.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments.

Judgment - Exhibits sound and accurate judgment; Supports and explains reasoning for decisions.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Planning/Organizing - Sets goals and objectives.

Education/Experience: Bachelor's degree (B. A.) from four-year college or university; and/or 5 plus years related retail/parts sales experience with progressive management responsibility.

Working Conditions: Office environment, local travel to job sites and customer locations, possible overnight travel, occasionally lift and/or move up to 25 pounds.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid driver's license with an acceptable driver's record per corporate background check policy