



POSITION: Director of Service Sales
COMPANY: ThermalNetics, LLC
LOCATION: Auburn Hills, MI
STATUS: Full-Time Employee
Travel: 10% Locally

ThermalNetics, LLC is a growth company that was founded in 1972. We employ roughly 95 people and have annual sales of approximately \$110M. Our corporate focus is “creating more comfortable and healthy indoor environments by providing innovative HVAC solutions”. In striving to provide the most economical owning experience for the end-user, we provide equipment, parts, and services to ensure the air we breathe in our schools, hospitals, commercial buildings, etc. is something that will allow us all to live happier, healthier, and safer lives. We also do all we can to give people the chance to grow. Our employees enjoy working at a place that offers a small company environment with big company objectives. You’ll be challenged to innovate, encouraged to apply your knowledge, and be well-rewarded for results.

Position Summary:

The Director of Service Sales is responsible for leading and managing the sales operations for ThermalNetics’ HVAC service offerings. This individual will drive strategic growth, build lasting customer relationships, and ensure the sales team meets or exceeds performance goals. The ideal candidate has a strong technical understanding of HVAC systems, exceptional leadership skills, and a customer-centric approach.

Key Responsibilities:

- Lead, mentor, and motivate the service sales team to achieve and surpass sales targets.
- Develop and execute strategic sales plans to grow market share and expand the customer base in commercial, institutional, and industrial sectors.
- Identify, pursue, and secure new business opportunities.
- Foster and maintain strong relationships with customers to ensure satisfaction, retention, and referrals.
- Conduct market research to identify trends, customer needs, and competitive insights.
- Collaborate with engineering and technical teams to tailor solutions to client requirements.
- Prepare and present accurate sales forecasts, budgets, and performance reports to senior management.
- Represent ThermalNetics at industry trade shows, conferences, and networking events.
- Provide training, coaching, and support to sales team members on product knowledge and effective sales techniques.

Required Skills and Competencies:

- Strong sales acumen with excellent negotiation and closing abilities.
- Analytical thinking with the ability to assess market conditions and adjust strategies accordingly.
- Proven leadership and team development skills.
- Excellent time management and organizational skills.
- Customer-first mindset with strong problem-solving capabilities.
- Effective communication skills—both written and verbal.

Qualifications:

- Demonstrated success in managing the full customer journey, from inquiry to resolution.
- Experience in HVAC or technical sales is strongly preferred.
- Proficiency in CRM platforms, scheduling tools, and Microsoft Office Suite.
- Ability to handle multiple priorities in a fast-paced, dynamic environment.
- Commitment to professional conduct, accountability, and continuous improvement.
- Adherence to all company policies, including drug and alcohol screening, and anti-harassment guidelines.