

Position: Service Account Executive HVAC/Plumbing

Reports to: Service Sales Manager

Summary

The Service Account Executive is expected to sell HVAC/plumbing maintenance agreements while providing excellent customer service to existing customers in their territory. This individual is expected to meet performance standards and sales quotas set by the Sales Manager. Sales leads are provided from current build projects that require ongoing maintenance contracts, which are identified and assigned by the Service Sales Manager and Service Manager. Sales leads must also be generated through cold calling, networking, and other channels of new business development.

Responsibilities

- Identify, sell, and negotiate HVAC/plumbing service maintenance contracts
- Prepare and present effective sales proposals to new and existing customers that create profitable results
- Estimate, generate proposals, and sell additional maintenance services to assigned accounts
- Assess customers' overall energy/cost of operations and how our services might reduce these costs
- Meet and exceed sales activity schedule set by supervisor
- Negotiate contract renewal increases or changes as necessary
- Generate a minimum of \$150,000 in annual preventive maintenance sales
- Maintain a schedule of (5) five first appointments each week for new preventive maintenance agreements
- Propose on (5) five new preventive maintenance agreements each month
- Maintain a customer retention rate of at least 94%
- Maintain business plan
- Develop new clients through networking and seeking referrals from clients
- Form in-depth partnerships with our customers and anticipate their needs
- Schedule on-site customer service meetings to ensure customer satisfaction
- Provide excellent customer service by resolving complaints and problems, and providing information and advice
- Promote and sell all services the Company offers to customers
- Work with management to delegate repair or project opportunities as required
- Develop positive rapport with internal and external customers that builds constructive and effective relationships
- Act in "responsible charge" role with internal and external customers
- Participate in department meetings and submit reports (e.g. expense reports, sales reports, working agreements) in a timely manner
- Be a positive and active contributor to PSF's core values of **Reliability, Advocacy, Collaboration, Integrity, and Safety**

- Understand, accept and support Mission Statement, Operating Guidelines, Operational Beliefs, and Customer Commitment
- Perform additional tasks as assigned

Education & Experience

- Demonstrate an interest in, practical understanding of, or ability to learn mechanical systems, the service industry, and customer service
- At least (2) two years of experience with mechanical systems and/or field experience in HVAC/plumbing systems (preferred)
- College degree or technical certification preferred
- Minimum (2) two years outside sales and customer service experience
- Possess excellent verbal, written, listening, persuasion, and interpersonal skills
- Proven ability to develop strategies to identify, pursue, and capture new business
- Desire to provide excellent service to our customers
- Ability to consistently set and obtain goals, and meet deadlines
- Ability to handle multiple projects concurrently
- Ability to interact with customers, field staff, management, and office personnel in a manner that builds constructive and effective relationships
- Ability to work independently with minimum supervision in a team atmosphere
- Proficient in Microsoft Word, Excel, PowerPoint, and Outlook
- History of good employment attendance
- Valid driver's license and clean driving record required

Physical Demands

- Able to see and hear well (either naturally or with correction), and speak clearly
- Includes sitting, standing, bending, climbing and climbing on rooftops, repetitive motions of hands and wrists due to frequent computer use, driving
- Some lifting may be required
- Coordinate the movement of eyes, hands, and fingers
- Reach for, handle, use fingers, and manipulate objects
- Must be capable of working extended-hour days when job/business needs demand

Additional Information

- Type: Full-time
- Experience: Experienced
- Compensation: Salaried