

# **Sales & Technical Support**

**Reports to:**  
Service Manager

**Job ID:** 240401

**Entity:**  
PBZ LLC

**Job Classification:**  
Sales Worker

## **Summary and Objective:**

This position is responsible to efficiently represent sales, coordinate each customer project, and ensure customer care throughout the equipment sale process within the values and mission of Paul B. Zimmerman Inc. It is important for this person to be self-motivated with organizational and multitasking skills and works well under pressure.

## **Essential Functions:**

- Sales & Project Management
  - Develop strategies and implement plans for business growth in existing and new regions
  - Participate in creating promotional material and planning advertisement schedules
  - Assist customers with selecting equipment options, product application & support, pricing, and availability
  - Be the primary source of credible and courteous service to dealers and customers throughout the entire sales process.
  - Assist in development of dealer resources that equip them to serve customers with expertise
  - Represent products and equipment at trade shows, seminars, training events, and demonstrations
  - Visit potential and current customers as needed
- Customer Care
  - Care for our customer's needs in a professional manner
  - Build and maintain healthy relationships with your customers
  - Ensure all commitments made to customers are met in a timely & professional manner
- Technical Support
  - Provide sound & helpful advice on aspects of equipment operation, troubleshooting and repair as needed
- Assist with other administrative and miscellaneous tasks as needed

## **Characteristics and Competencies:**

- Ability to increase sales
- Ability to grow customer base
- Prompt & quality service for our customers
- A respectful, team-oriented work atmosphere
- Good communication skills
- Intermediate to excellent computer skills
- Good time-management skills, able to handle multiple projects simultaneously
- Able to follow instructions and retain information
- Organizational skills
- Math skills
- Self-motivated & team player
- High mechanical aptitude

**Required Education and Experience:**

- Sales and marketing skills

**Preferred Education and Experience:**

- A working knowledge of agricultural equipment preferred
- General knowledge of welding and shop fabrication

**Work Environment:**

This job operates in a sales environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, and filing cabinets; and hand tools.

**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.

While performing the duties of this job, the employee is regularly required to: stand for extended periods of time; sit for extended periods of time, speak, listen, and see; walk; use eyes, hands, finger, or feet; and reach with hands and arms, and so forth.

**Travel:**

Periodic travel during the day can be expected, with infrequent overnight travel to attend trade shows.

**Other Duties:**

Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Essential functions and duties may change at any time.

Employee signature below constitutes the employee's understanding of the requirements, essential functions and duties of the position.

Employee's Signature: \_\_\_\_\_ Date \_\_\_\_\_