

Sales Associate and Energy Expert

Purpose and Overview: This field based sales position requires complete knowledge of all products and services available through Haley Comfort Systems variety of entities. Responsibilities include, but not limited to: selling heating and cooling products and services; hearth products, services and accessories; air purifiers; geo systems; etc. Visit residential job sites to determine suitability, application and product location.

Essential Functions:	<ul style="list-style-type: none">▪ Provide excellent customer service to all customers.▪ Follow up on leads and estimates in a timely manner.▪ Maintain effective communication with all departments.▪ Maintain company profit margins on sales.▪ Prospect for new business to ensure pipeline is always full.▪ Increase leads by attending networking events on a regular basis.▪ Maintain existing accounts.▪ Maintain working knowledge of all products and services as well as any manufacturer changes. To include promotions and rebates.▪ Participate in on-going scheduled product, sales and manufacturer training sessions.▪ Utilize company tools and tracking systems and update information held in these systems. Monitor and report on market and competitor activities and provide relevant information.▪ Price, document and explain installation on-site to homeowner and obtain customer acceptance signature.▪ Prepare paperwork for appropriate deposit, job and appliance description, contact phone numbers, product availability and scheduling of installation.▪ Write out special notes and instructions on appropriate paperwork to assist installers. This may require sketches.▪ Pull permits as needed.▪ Process all customer paperwork to include warranty information, rebates, etc.▪ Follow up with customer after each job is completed to ensure customer satisfaction and thank them for their business.▪ Assist on sales floor as needed.▪ Be aware of all safety codes, city codes, and manufacturers' specifications through installation manuals.▪ Achieve and exceed your assigned sales quota. <p>Any other duties as assigned by management.</p>
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Overall Objective: To optimize quality of service, company growth and customer satisfaction.