

**POSITION DESCRIPTION
KOHLER CO.**

Position Title: Service Sales Engineer, UPSL **Incumbent:**
Department: Service Sales
Division: UPSL **Date Prepared:**
Group: Power Group

Basic Function:

Responsible for the achievement of the Service Sales 'New Business' order entry target within the targeted profit margin.

Specific Responsibilities:

1. Owns the achievement of the company's 'New Business' Service Sales annual order target – including New Extended Warranty Agreements, UPS/Generator Commissioning, Battery/Capacitor Replacement and UPS/Generator Hire & Repairs.
2. Actively drives the 'New Business' Service Sales funnel, working both autonomously and supporting Service Sales Manager/Engineers and UPS/Generator Hardware Sales team to identify and maximize opportunities;
3. Manages and interprets customer requirements and delivers customer quotations to understand, anticipate and exceed their 'New Business' Service needs;
4. Persuades customers what 'New Business' Service will best satisfy their needs in terms of quality, price and delivery;
5. Negotiates and closes 'New Business' Service sales by agreeing terms and conditions to meet both customer and company needs;
6. Provides a pro-active, professional and responsive service to all of the company's customers;
7. Processes all service sales orders to the point of invoicing. This will involve, from time to time, an element of project management work;
8. Establishes new, and maintains existing, strong long-term relationships with customers for 'New Business' Service through regular telephone & email communication;
9. Assists the Service Sales Manager in the identification, initial contact and ongoing account management of major service accounts;
10. Timely and accurate completion of all departmental, company and appropriate customer paperwork and administration documents. Being able to interpret customer requirements and deliver customer quotations to understand, anticipate and exceed their needs for 'New Business' services;
11. Assists the Service Sales Manager in the day to day commercial operation of the department;
12. Supports the company's contract engineers during the post-sale implementation and hand-over process;
13. Prepares data / reports to accurately quantify the service Sales department commercial performance with respect to various targets ready for presentation of these reports at the monthly sales meeting;

Relationships and Contacts:

Supervisory Relationships

Reports to:

- Mgr-Service Sales, UPSL

Organization Relationships

1. Daily contact with others within Service Sales Department
2. Daily contact with credit control manager/ Credit controllers
3. Regular contact with Service Coordinators
4. Regular contact with Technical resources within UPSL.
5. Regular contact with Service Engineers and Technicians
6. Daily contact with all within the contracts department.

External Business Relationships

Daily contact with UPSL end user customer

Daily contact with suppliers

Education/Experience Requirements:

Ideally educated to A Level/ Graduate level standard;

3- 5 years of good Customer Service and /or Sales experience including abilities to negotiate sales balancing the clients needs with that of UPSL.

Experience of working well in a team environment;

Strong team player;

Self motivated and results driven;

Ability to communicate effectively at all levels, maintaining excellent relationships with key contacts both internally & externally;

Strong communicator;

Review and Approval

Date

Prepared By:

Approved By: