



JOB DESCRIPTION

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| Job Title: Parts & Lamps Tech Representative | | ADP Dept. Code: 103401 |
| Department Sales | | Position Reports to: Parts & Lamps Sales Manager |
| FLSA Status: Non-Exempt | Salary Grade: | Date Revised: 7/1/2019 |

STATEMENT OF PURPOSE: (Job Summary)

This is an inside sales position reporting directly to the Parts & Lamps Sales Manager. The main focus of this position is to effectively manage Four Seasons' customer base to achieve parts sales revenue and profitability goals.

SKILLS/QUALIFICATIONS:

- HS Diploma or equivalency
- Strong oral and written communication skills
- Effective time-management, problem-solving, and goal-setting skills
- Telemarketing, customer service, or other sales-generation/negotiation experience
- Desire to continuously improve through self-directed and company offered training opportunities.
- Good working knowledge of MS Word and Excel

JOB DUTIES:

- Participate in daily activities of technical support function and work towards increasing first call resolution and decreasing customer hold times.
- Engage in daily sales initiatives of department, including parts, acrylics, and lamps, working toward increased sales and gross profit growth.
- Use various tools, programs, and resources for troubleshooting and answer internal and external customer questions.
- Work towards sales retention and growth, gross profit, attendance, accuracy, negotiation, telephone performance, and other performance measures.
- Assist your team members in all areas, including research, technical support, sharing of knowledge, etc.
- Serve as a positive role model for team members.
- Work with entire sales team to develop best practices to improve growth and improvement.
- Serve as bridge between your department and others to support internal and external customers.
- Provide assistance to other FS representatives in pricing negotiation, item research, and technical support with their customers.
- Maintaining good ethical standards and confidentiality in all situations is required.
- Other tasks as required.

WORK ENVIRONMENT:

This job operates in a customer service center environment with casual dress attire. This role routinely uses standard office equipment such as computers, phones, photocopiers, and fax machines.

PHYSICAL DEMANDS:

Visual acuity, speech, hearing, and hand and eye coordination are required. Manual dexterity required to operate a computer keyboard and basic office equipment. Subject to long periods of sitting with repetitive use of hands, fingers, and wrists. Must be able to lift up to 20 lbs., bend, stoop, kneel, twist and reach.

By my signature below I indicate that I have received a copy of my job description and reviewed these job requirements and functions. I verify that I understand and can perform the duties described or have given notice of accommodations. I understand that this job description may change from time to time based on needs and requirements of job, department and/or facility. It is also understood that this is not a contract of employment and the job description is not all-inclusive and you may be required to perform other related duties as may be assigned.

Employee Signature: _____

Effective Date of Current Position: _____