



Damuth Trane Position Opening

Job Title: Indirect Sales Team Leader
Department: Indirect Sales
Reports To: President
Posting Date: 8/18/11
FLSA Status: Exempt (not eligible for overtime compensation)

Education & Experience:

- Bachelor's degree in Engineering or related degree from four-year college or university; and two to four years Sales Engineering or related experience; or equivalent combination of education and experience.

Special Skills:

- Exceptional communication skills; both written and oral.
- Strong organizational skills.
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information in one-on-one and small group situations to customers, clients and other employees of the organization.
- Excellent customer service skills
- Strong computer skills a must
- Working knowledge of Microsoft products including Word, Excel and Outlook

Physical Requirements:

- Mobility within the office and on job sites
- Ability to lift and carry 25 pounds.
- Valid Drivers license and good driving record required
- Willing to travel locally as required

Other Requirements

- Ability to pass drug screening.
- Ability to pass formal background check.
- Able to prove U.S. Employment eligibility.

Supervisory Responsibilities

- This position directly supervises all employees in the Indirect Sales Department.
 - Carries out supervisory and leadership responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; coaching and mentoring employees; addressing complaints and resolving problems.
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Position Description:

To provide *exceptional* customer service to internal and external customers by providing direction for the Indirect Sales Department through setting objectives, meeting corporate goals, developing policies and procedures, monitoring area activities and managing performance. Lead sales of Mechanical Equipment Systems with a focus on automation and controls.

Essential Job Functions:

- Monthly and YTD sales statistics and commission rate with backlog statistics due by the 10th of the following month. Includes YTD figures by Vendor quarterly. (Vendor information in Wennsoft.)
- Administer and monitor the manufacturers incentive programs (if any).
- Draw/Reserve/Salesman Backlog/Bonus status - quarterly. Compensation Committee involved as appropriate for hourly and salary reports.
- Read, understand, and have President approve all Indirect Sales Acquisition work orders with costs over \$250,000 before they occur
- Approve expense account expenditures of Indirect Sales Acquisition personnel.
- Review open credit memoranda quarterly. Take correct action.
- Relationship with Trane. Achieve Top 25% ranking in the "Pacesetter Rankings"
- Approve and initial all Indirect Sales credits, variances, and sales concessions.
- Conducts performance reviews within Company guidelines. Completed within 30 days of each direct report's anniversary date (of hire). Completed review will be made and forwarded to Human Resources for the personnel file (and to the Trane Company for Trane Sales Engineers).
- Lead, plan, organize and motivate Indirect Sales personnel.
- Recruit and train sales personnel
- Develop, maintain, and upgrade "manufacturer rep" product lines the Company
- **Develops an annual written Company Indirect Sales operating plan defining specific objectives, action plans, target dates and budget and reviews monthly.**
- Develops policies and procedures by conferring with technical experts and managers and communicating recommendations to staff.
- Sets sales priorities by reviewing performance and comparing with short and long-term goals.
- Controls expenses by monitoring business unit budget and approving purchases as needed.
- Creates and develops strategies to meet department objectives.
- Maintains the department's focus on the stated objectives.
- Develop and conduct regular sales meeting.
- Oversees and resolves conflicts regarding account assignment, commission splits, and legal issues.
- Assists sales personnel in resolving customer problems.
- Serves customers by answering inquiries and responding to special requests.
- Supports Sales Engineer activities to recommend systems, products, generating quotes, and closing orders.
- Maintains customer satisfaction by investigating concerns, implementing corrective action and communicating with customers and staff as needed.
- Communicates customer perceptions by gathering customer feedback and sharing information with managers and staff. Works collaboratively with Marketing Leader in this area.
- Represents Damuth Trane in interactions with customers, factories, professional organizations, and other departments.
- Flexibility to work overtime/weekends, as required.

Customer Service

- Provide responsive customer service. Answer customer calls and correspondence quickly and pleasantly. Communicate with customers in a friendly, professional, and patient manner.
- Perform all duties with the goal of building and maintaining long-term customer relationships.
- Immediately address any customer's concern. Request the involvement of other Company personnel as required. Notify Team Leader of any major concerns and the action taken to resolve it.

Teamwork

- Demonstrate and promote a spirit of cooperation and teamwork throughout the Company.
- Continually look for ways to improve our processes and ability to serve our customers effectively.
- Improve personal performance on a continual basis. Suggest training programs or other opportunities for improvement to Team Leader as they apply.

Safety

- Use safe work practices.
- Notify Team Leader or Safety Coordinator of any unsafe conditions.
- Proper PPE equipment must be used at all times within industrial facilities and in construction zones.

Other Responsibilities

- Must have neat personal appearance
- Must be courteous and diplomatic
- Business is to be conducted with the highest level of personal integrity
- Maintain a positive demeanor – keep a smile on your face and “in your voice”
- Continue education for professional and personal growth

Salary Range

- Base: \$150,000 – \$250,000.00 per year (includes incentive)

How to Apply

- Go to the following website and apply online:

<http://www.birddogjobs.com/JobSeekerPages/DamuthTrane.careerpage>

**Please note that applications / resumes are only accepted online only. If you do not have access to the internet, you may use the online resources at our main office. Please call Human Resources at (757) 558-0200 in advance to schedule an appointment to apply.*

EOE/AA, Drug Free Workplace