



**Damuth Trane  
Position Opening**

**Job Title:** Direct Sales Account Sales Representative Level 1 (ASR 1)  
**Department:** Direct Sales  
**Reports To:** Direct Sales Team Leader  
**Posting Date:** 7/21/11  
**FLSA Status:** Exempt (not eligible for overtime compensation)

**Education and Experience**

- Sales experience or Vertical Market Sales knowledge preferred.
- 3 - 5 years of sales experience and/or engineering/business degree, field experience.
- Professional Sales Environment experience must be in one or more of these Vertical Markets: Federal Government, Healthcare, Education, Industrial, Commercial Real Estate

**Special Skills**

- Teaming Skills and ability to work with difficult people.
- Ability to become proficient in the knowledge and understanding of the customer's business and vertical market.
- Ability to communicate both written and orally.
- 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 and respond to questions from groups of managers, clients, customers, and the general public.
- Working knowledge of Windows, Microsoft Word and Excel.
- Excellent communication skills.
- Must be capable of working in a team environment.

**Certificates, Licenses & Registrations**

- Valid Driver's License and good driving record required

**Physical Requirements**

- Mobility within the office.
- Ability to lift and carry 25 pounds.
- 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.
- Ability to communicate with others both written and orally.

**Supervisory Responsibilities**

- This job has no supervisory responsibilities.

**Primary Role**

Primary role is to increase sales in mechanical and controls service, BAS, retrofit and financial based solutions to building owners. This is done by providing account management, developing relationships with building decision makers, and teaming with Vertical Market Team Leaders.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Calls on new & existing business opportunities.
- Prospecting to include cold and warm calls.
- Makes minimum 10 calls per week on existing customers.
- Learning and using the Sandler Sales Process.
- Documents each sales opportunity using the Sandler Sub.
- Email weekly call plan to Vertical Market Business Team Leader & Direct Sales Team Leader every Friday.
- Works with Vertical Market Business Team Leaders, on developing opportunities with existing clients.
- Communicates client perceptions by gathering feedback and sharing information with Business Team Leader and Management.
- **Integrates** the Retrofit Solution Specialist team, by targeting contracting work across all accounts. Monthly review with RSS, minimum of 3 targets each month and updated Account Management Spreadsheet.
- Communication and Teamwork to RSS regarding customer interaction is critical. (ASRs will be the account managers / RSS the solution managers)
- **Integrates** the Controls Team, by targeting control work across all accounts. Minimum of 1 targets each month and updated Account Management Spreadsheet.

- Update Account Management Spread Sheet weekly & Up-to-date Account Plans for Platinum Accounts using Platinum Strategic account planner – bi-annually.
- Gets virtual teams together with service accounts - NSS, Mechanical/Controls Technicians, Contacting Sales, Engineers, and Project Manager's.
- Monthly review of accounts with Vertical Market Business Team Leader.
- Quarterly review of accounts with Direct Sales Team Leader.
- Update Account Management Spread Sheet weekly.
- Regularly Attends Vertical Market Organizations meetings/events
  - - IFMA, BOMA, HRACRE, VSHE, Etc.
- Teaming Skills and knows when to bring in support.
- Learning the EBS Sales Products and Process.
- Learning finance selling.
- Learning Existing Building Sales Solutions.
- Learning Trane Energy Benchmarking Tools.
- Learning the workings and business relationships within Damuth Trane.
- Uses Shared Values.

### **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 Direct Sales 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 Direct Sales Team Leader as they apply.
- Works with Vertical Market ASR #3 on a weekly basis.

### **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: \$50,000 – \$65,000.00 per year
- Plus commission

### **How to Apply**

- Go to the following website and apply online:

<http://www.birdogjobs.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**