



Position Description: **Outside Parts & Service Sales Representative**

Reports to: Parts & Service Sales Director
Department: Sales & Marketing
Last Updated: January 1, 2019

Position Summary

The Parts & Service Sales Representative is responsible for growing parts and service revenue through promotion of the PDQ & OEM parts program, general parts training for dealers, and dealer development in the parts and service areas. The position requires extensive travel.

The position will require a thorough knowledge of Company products, services and capabilities, along with general knowledge of sister company products and services. Also, must be well versed on competitive distribution products, services and strategies.

Position Responsibilities

- Under the lead of the PSSD, execute tactics to increase parts and service revenue.
- Implement and utilize strategies and tracking for dealer improvement for parts sales and service.
- Plan and complete rotational plan of travel to maximize territory and customer coverage.
- Create and maintain parts and service training materials.
- Focus dealer attention on growth and support of company products and services.
- Generate immediate and additional parts and service sales to present and potential customers.
- Keep abreast of technical designs of products and changes in services offered.
- Monitor competitors' offering, services and pricing strategies.
- Identify a potential of sources for company revenue not presently undertaken.
- Record and report in database customer-owned equipment.
- Help identify and promote new parts sales and service potentials.
- Promote parts and service specials.
- Prepare and submit reports on field activities in a timely manner.
- Executes internal Sarbanes-Oxley control responsibilities with diligence and integrity. These internal control responsibilities are communicated to the person fulfilling this position, and periodic feedback is provided as it relates to performance of internal control responsibilities.
- Perform other duties as directed by the PSSD.

Other Requirements

- Timely follow up is expected on all issues both internally and externally. Return all forms of communication the same day if at possible. Leave clear and direct messages in follow up.
- Must be proficient in presenting ideas and have proven ability to negotiate deals.
- Participate in equipment, parts, service, marketing and other Company meetings & training seminars as required.
- Network with other Company and Astec Industries' personnel as required.
- Assist in Company business forecasting, planning and budgeting as required.
- Operate within budget as set forth by the Parts & Service Sales Director.
- Make suggestions for new products and services, etc. to applicable Company management.
- Coordinates and interfaces with Company' service when required for all territory customers. Liaison with other departments as required..
- Support the Sales & Marketing Department by providing a professional image and high level of support. Maintain a professional dress code and proper etiquette at all times with customers and fellow associates. The Parts & Service Sales Director can answer any questions in this area.
- Must be able to obtain a passport if necessary.
- Must have financial means to travel when required. Approved expenses will be reimbursed.
- Must have a valid driver's license in your resident jurisdiction and an acceptable driving history, and obey all laws at all times. Do not perform tasks that distract you while driving. Comply with state/provincial and local laws regarding mobile phone usage. The Company prohibits employee use of mobile phones or similar devices, with the exception of hands-free and/or Bluetooth-enabled devices, for Company-related purposes while driving.
- Practice company's Core Values, Purpose, Future Vision, Principal Goals and Core Strategies every day.
- Other responsibilities as assigned.

Supervisory Responsibilities

- None

Knowledge, Skills and Abilities

- Ability to work well with others and interact with people in a variety of parts sales and service related circumstances, some of which may be dissatisfied customers and/or dealer personnel. Ability to exercise sound judgment and solve problems, work independently and effectively manage workload, and present oneself professionally. This employee must have excellent oral and written communication skills, and be resourceful and well-organized.
- A minimum of 2-5 years of heavy equipment or industry sales experience (crusher and screening aggregate equipment preferred).
- Marketing and promotional experience in a manufacturing/dealer sales channel.
- Ability to convey and sell ideas.
- Ability to perform duties in environments which include heavy industrial settings

- and rock quarries with associated noise and air pollutants.
- Ability to operate computer and general office equipment.
 - Perform work in an office environment with minor exposure to industrial noise, fumes, smoke, etc.
 - Able to travel by air and auto.
 - Must possess the ability to concurrently handle multiple tasks in a high paced environment, manage a geographical territory, set strategic objectives and meet specific deadlines.
 - Must be skilled in Microsoft Word, Excel, Power Point and Outlook.
 - Must be able to save and organize files on computer in folders for each of retrieval, as well as send any Word or Excel files to the Company and/or management for reporting and analysis.
 - Must be able to work satisfactorily as a team member.
 - Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures and governmental regulations required.
 - Ability to write reports and business correspondence required.
 - Ability to effectively present information and respond to questions from distributors, customers, groups of managers, associates, clients and the general public required.
 - Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or scheduled form.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop and kneel, or crawl; and talk and hear. The employee frequently is required to stand, walk, and sit. The employee must occasionally lift and/or move up to 10 pounds. This position is frequently required to operate an automobile and travel by airplane, as well as visit aggregate, mining, recycling, industrial and construction processing sites for inspection, review, application and sale of Company products. Specific vision abilities required by this job include close vision, depth perception, and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly exposed to work related travel conditions and hazards, including automobile and airline travel. Use of a telephone is extensive and use of a computer is frequent. The employee is regularly exposed to customer work sites which may include moving mechanical parts and equipment, heights, fumes or airborne particles, and outside weather conditions. The noise level at a customer work site can be very loud.

Note: This job description is intended to be a general guideline of areas of responsibility. There will be incidental tasks not listed on a job description that arise at various times. These tasks are assigned to help out the department and Company and, as a member of the Company; each employee is expected to help in these areas.

Parts & Service Sales Representative: _____

Date: _____