

**Title:** Service Contract Sales Rep (SCSR)  
**Reports to:** Service Manager  
**Class:** Full-Time  
**Type:** Salary + Commission  
**Revised:** 11-04-18

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**Primary Role:**

Responsible for the sales of testing, inspection, preventative maintenance, and monitoring agreements for electronic life safety, security, and communications equipment, including but not limited to, electronic devices such as Nurse Call, Fire Alarm, Card Access, CCTV, Intercom, Audio Visual Control, Professional Sound, Paging and Broadband systems. The SCSR is responsible for selling the Service/Reoccurring Monthly Revenue (RMR) agreements in the most efficient, effective and profitable manner. All SCSRs must meet the minimum margins as set forth by Communication Company, while assuring a positive and professional customer experience.

**Responsibilities:**

1. Establish contact with prospects and qualify potential buyers by scheduling sales calls, following up on leads and utilizing marketing strategies.
2. Determine customer needs and develop a sales strategy to gain customer understanding of company product offerings.
3. Close sufficient sales to exceed sales plan objectives
4. Develop a sales plan for assigned territory to include segmenting territory based on customer type, qualify and prioritize opportunities, and maintain appropriate territory records.
5. Conduct regular customer follow-up meetings to ensure high level of existing RMR contract retention.
6. Assume account management responsibility including the provision and/or coordination of services to ensure complete customer satisfaction.
7. Conduct seminars, demonstrations, etc. in order to generate, develop and qualify leads for prospective customers
8. Develop financial justifications, prepare proposals, make presentations and perform necessary follow-up for successful closing of the sale.
9. Complete and submit Weekly/Monthly sales reports
10. Report all tasks related to customer contacts (cold calls, calls, customer visits, appointments, and proposals) in the company CRM, currently SalesForce.
11. Organize and effectively utilize technical resources, information, material, and support to assure efficient execution of all assigned tasks.
12. Full compliance with company's and customer's safety program.
13. Understanding BICSI, NICET codes and standards.
14. Other duties as required or assigned by company management.

**Accountability:**

The SCSR will be accountable and report to the Service Manager. Secondary accountability will be to the other management team members, employees and customers of the company.

**Qualifications:**

The SCSR shall possess a high school diploma or equivalent. An Associate's Degree or equivalent industry certifications, and two years of work experience. NICET Level I in Fire is desired after one full year of employment. A working knowledge of communications systems is desired.

**Travel:**

Some out of town travel required.

**Additional Skills and Abilities:**

1. Excellent written and verbal communication skills.
2. Must possess/acquire excellent understanding of Codes as they apply to Life Safety Systems
3. Must be responsible, self-motivated, self-starter, personable and well-organized.
4. Superior customer service skills to deal with both internal and external customers.
5. Ability to manage multiple tasks simultaneously.
6. Strong interpersonal skills; ability to work with diverse groups.
7. Proficiency in the use of personal computers including such programs as MS Word, Excel, Access, PowerPoint, and Outlook.
8. Must be able to effectively handle stressful situations.
9. Must be able to read and effectively interpret general business documentation.
10. Valid and current driver's license with good driving record.
11. Ability to work directly with the owner to perform site surveys, demonstrations and measure and meet their level of expectation from start to finish.
12. Must pass background check and drug testing prior to acceptance of position.

**Physical, Mental and Environmental Requirements:**

1. Employee is required to stand, walk, climb, sit and use hands and fingers.
2. Some light lifting of objects is required.
3. Reaching, grasping and carrying activities also required.
4. The noise level in the work environment is usually moderate.
5. Although most work is performed inside, occasional outside activities are subject to seasonal temperature fluctuations.

All requirements may be modified to reasonably accommodate individuals with disabilities.

This job description does not list all the duties of the job. You may be asked by supervisors or management to perform other activities and duties. You will be evaluated in part based upon your performance of the tasks listed in this job description.

Management has the right to revise this description at any time. The job description is not a contract for employment, and either you or the employer may terminate employment at any time, for any reason as outlined in the employee manual or other written agreement.