

Title: Service Sales Representative - Repairs
Company: Total Power Limited
Location: Maple Ridge, BC
Job Type: Permanent, Full-Time
Post Date: March 15, 2022

We Offer

- 100% Employer Paid Medical and Dental Benefits
- Employer RRSP Matching Program
- Annual Health/Wellness Spending Accounts
- Professional Growth & Development

What You'll Do – The Role (Responsibilities)

- Manage repair sales with the aim of achieving gross margins and sales revenue that exceed forecasts
- Timely and accurate estimating and quotations
- Assist with smooth and accurate project administration
- Regularly and accurately populate the company's business tracking tools
- Develop and maintain a customer and prospect list
- Provide budgets and forecasts as requested
- Quotation follow up and track success rates
- Work with sub-contractors to provide repair total estimation information to customers where required
- Request and coordinate repair parts pricing and availability with the Total Power Parts Department
- Identify new service contract opportunities and work with the Service Agreement Advisor to provide service contract proposals
- Follow up on all quotations to gain customer approval to achieve annual sales targets
- Work with existing Contract Customers where it is required to provide Customer service and support to ensure that their Total Power experience meets or exceeds their expectations
- Meet and exceed Repair Sales targets
- Contribute to the growth of contract sales targets
- Contribute to the maintain and grow contract renewal rate targets
- Open major repair work orders where required
- Follow-up on all submitted repair quotes within 48 hours
- Provide purchase orders to sub-contractors
- Work with technicians on unit down service calls to properly inform customer of situation. This includes rental equipment costs and time frame. Follow-up with customer until technicians return to site for repairs, keeping them informed of status of parts, timeframe and costs.
- You are part of a team striving to "Provide the Best Customer Service in the Industry"
- Work with others in the Service and Service Sales department to ensure the right service is supplied, at the right time and that the necessary information is provided to the technician and customer.
- Ensure that all employees work together as a team and communicate in such a way that will avoid problems and disputes, always putting the customer (external and internal) first
- Assist the Company in developing stronger relationships with our customers and suppliers
- Provide new ideas for revenue growth that the Company's customers would value
- Participate in weekly Service Sales Department meeting to discuss opportunities and issues
- Other tasks and responsibilities as may be required from time to time

Service Product Responsibilities

Included items: (non-warranty repairs)

- ALL SERVICE REPAIR Estimates
- Engine replacement or major work (Non-Home Stand By)
- Diesel fuel system and Injector work- (includes replacement, rebuild and injector cleaning)
- Radiator replacement or re-core (rad cleaning by third party = minor repair)
- Alternator Repair rebuild or replacement – (Advise if brand name e.g. Stanford, Marathon and others)
- Major Enclosure repairs or modifications (example handles, locks, fixing loose panel are Minor repair)

- Control system upgrades, replacements or wiring changes (exception G&H panels)
- Remote monitoring
- Unit downs or requiring immediate quote while working on site.
- Repairs requiring rental units (minor repairs at health care facilities need to have this considered)
- When sub-trades are involved (e.g. electricians, cranes, rebuild shops, etc.)
- Exhaust systems & turbos from engine to muffler including new insulation (OEM parts up to flex=Minor)
- Gear box repairs and change outs (gear oil changes and cleaning = Minor Repair)
- Major refurbishments (refurbishments that require subcontractors, site visits, or involve replacement or reconfiguration of larger systems (fuel, engine, alternator, exhaust)

* **Home standby generator excluded from Major Repair category**

What You Need (Requirement)

- University/College education or equivalent experience
- Minimum three years of sales experience in a similar industry preferred
- Valid driver's license in good standing and a reliable personal vehicle required
- Excellent computer skills
- Excellent customer service skills. Deliver on our Customer Service Promise to 'make each Customer experience extraordinary' by upholding our Pillars and Values and following our Company Communication Charter
- Maintain a well-organized and clean work area
- Mechanical or Electrical aptitude and/or knowledge of combustion engines an asset
- Follow all Company Health and Safety Policies and Guidelines and Privacy Policies
- Ability to build and maintain lasting relationships with corporate departments and key business partners
- Good organizational, time management and prioritizing skills
- Strong problem identification and resolution skills
- In the case of a power outage or declared State of Emergency by any level of Government, be available for work
- Present a professional image to the Company's customers and suppliers maintaining the highest ethical standard of conduct

Working Conditions

- Travel required.
- Ability to attend and conduct presentations.
- Manual dexterity required to use desktop computer and peripherals.
- This is an OT exempt position. However, there will be times when additional hours will be required to meet customer requirements
- Lifting or moving up to 30lbs may be required.

SOUNDS LIKE YOU?? APPLY NOW

A little bit about Us...

Proudly Canadian and respected throughout the industry, we have built our success through expertise, integrity, and innovation in providing on-site power generating solutions nationwide. For more than 60 years, our unparalleled reputation for delivering the right generator solution and superior customer service has been built by our loyal Customers. Visit us at www.totalpower.ca to learn more about us.

Our growth:

As Canada's 1st Choice for PowerGen, we've been growing quickly and aim to keep doing so – if you want to be part of our success story, join our family, and grow with us!

Our culture: Our employees are our biggest asset; their engagement and passion are the key to our success. We EMPOWER them to be ENGAGED!

“Thank you for making this company a very warming and welcoming place to work and do business in.” – Service Manager

Selected candidates with disabilities who require support in the selection process will be accommodated to the best of our ability. Please let us know how we can help.

Only those selected for an interview will be contacted.

No Agencies please.