

**Position:** Equipment Technical and Sales Support

**Value Stream/Department:** Equipment Team

**Reports to:** Equipment Value stream leader

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**Job summary:**

This position will have primary accountability for technical and sales support of the Equipment Value stream including brushcutter and brushmulcher replacement parts.

Secondarily, this position will provide inside sales support for the complete unit sales including pricing and production coordination.

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**Promac Core Values:**

All employees of the company embrace and incorporate the following values in our daily work activities:

- Make employee safety, well-being and skill development a priority.
  - Strive to continuously improve all aspects of our business.
  - Work to earn and maintain customer loyalty by exceeding customer expectations.
  - Provide value to our customers through innovative solutions.
  - Stand behind our products and services.
  - Be a part of an accountable, engaged, and diverse team that treats each other with mutual respect.
  - Company profitability is a key to our success
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**Primary Job Responsibilities:**

**Sales**

- Generate quote requests and sales of brushcutters or attachment parts
- Produce and process sales orders
- Ensure shop materials are coordinated through Purchase Orders
- Coordinate with support staff as required to meet deliveries



## PROMAC

- Ensure design accuracy to meet needs of sales order
- Ensure that sales orders and job orders are clearly documented
- Ensure plant foremen are well informed from the documentation provided.
- Ensure that customers are kept informed of order's progress in the production stream.
- Purchase hose kits and decal packages
- Liaise as necessary between manufacturing services staff and customer with respect to orders.
- Create new customer accounts and liaison contacts
- Monitor inventory levels of complete units

### **Service/Technical Support:**

- Create service manuals and warranty pages
- Process warranty requests
- Provide customer technical support through phone conversations such as obsolete inventory, machine set up, troubleshooting, etc.
- Provide technical support to shop staff such as production, design, etc.
- Maintain communication with suppliers providing such things as hydraulic components, decals and tags, warranty items

### **Job Requirements**

- Knowledge of the functions, operation and mission of the specific department
- Better than average written and spoken communication skills
- Better than average computer skills
- Ability to travel to support sales

### **Qualifications/Education/Experience**

- Minimum 2 years' experience in sales or related field.
- Proficient in Microsoft Excel and Word.
- Experience in industrial manufacturing, fabrication and machining an asset.
- Experience in process and project management an asset.
- Outside sales experience an asset.