

Job Description

Title: **Aftermarket Sales – Parts & Service**

Reports to: **SVP, Sales & Marketing**

GENERAL DESCRIPTION

Represent Hi-Tech/FPA Inc. and its products to prospects with the goal of developing them into revenue producing clients while keeping within the highest standards of business ethics, integrity and quality.

PRIMARY RESPONSIBILITIES

- Receiving inbound calls from existing customers requesting parts quotes/shipments, machinery maintenance questions, and requesting service work on existing machinery.
- Performing telephone solicitation when time permits to develop new business and increase revenues.
- Make on-site calls to customer's facilities to evaluate machinery for potential parts sales, measure for die equipment, and development of proposals for machinery rebuild.
- Establish planned maintenance programs for customer's machinery, including annual oven inspections as required by OSHA.
- Ensure that all new machinery sales are accompanied by spare parts quotations and that follow-up calls are made to those customers to encourage their purchase to prevent machinery downtime for customers.
- Prepare price quotations, terms of sales, delivery dates, and schedule field service technicians for customer service.
- Work with engineering to create necessary drawings, manufacturing to produce parts, and purchasing to procure purchased components.
- Participate in inventory stocking decisions with a goal to maintain the inventory at a level which minimizes company investment and maximizes sales.
- Develop and maintain sales materials and current product knowledge.
- Other duties as assigned.

EDUCATION

- Associate or Bachelor's degree in Engineering or Engineering Technology preferred.

EXPERIENCE

- 5 - 8 years successful experience.

KNOWLEDGE AND SKILL REQUIREMENTS

- Ability to persuade and influence others.
- Ability to develop and deliver presentations.
- Ability to compose and edit written materials.
- Excellent problem solving
- Ability to interface with all levels of staff and management.
- Ability to read and understand engineering drawings.
- Strong interpersonal and communication skills.
- Detail oriented and well organized.