

Job Title: Aftermarket Sales / Technical Support I

Reports To: Sales Manager

Direct Reports: None

Compensation Status: Salary plus Commission

Employment Status: Full time (45 hours per week)

COMPANY INFO

MW Watermark wants to make a difference. We are passionate about the world's water. We are innovative, focused on customer service and always try to exceed expectations. We are an environmentally conscious company with people who are energized, encouraged and inspired to make a difference in the water business, and as a result, make a positive difference to our planet by helping to keep our shared, finite water supply clean and usable for generations to come. We build amazing water and wastewater treatment equipment. Together, we can make a difference.

SUMMARY

This position involves helping existing and potential customers by providing world-class customer service. This is primarily an inside sales position, however occasionally some outside customer interface may be required.

PRIMARY RESPONSIBILITIES

1. Customer service.
2. Generate sales from incoming calls or leads for MW Watermark products and services.
3. Prepare and present quotations to customers.
4. Field technical support calls from customers and sales representatives.
5. Work with shop personnel and management to develop ideas for improving existing and developing new products and procedures.
6. Generate sales for Field Service and occasionally make sales/service trips.
7. Occasionally travel to job sites to assist in trouble shooting equipment, training personnel, installing equipment, installation supervision or any other on site requirements.
8. Work with Marketing Department to create and support marketing programs.
9. Promote and contribute to a continuous improvement culture.
10. Other duties as assigned.

KNOWLEDGE AND SKILL REQUIREMENTS

1. Associates Degree or higher preferred.
2. Excellent written and verbal communication skills.
3. Strong planning and organizational skills.
4. Proficient in MS Word, Excel and other MS applications.
5. Working knowledge of basic mechanical, hydraulic systems, pneumatic systems, etc. preferred.
6. Ability to read and understand production and assembly drawings and schematics.
7. Sales, service and marketing experience preferred.
8. Ability to quickly trouble-shoot and resolve mechanical issues.
9. Must be organized and able to perform in a fast paced environment.
10. Ability to lift up to 50 pounds required.
11. Experience in the Water & Wastewater field is highly desirable.

WORKING CONDITIONS

Working conditions are normal for an office environment. Occasionally work will be done on the production floor which requires the use of safety equipment to include but not limited to; safety glasses, hearing protection, steel toe work boots, and hardhats. Attire appropriate for customer sites may vary.