



## JOB DESCRIPTION

**Position:** Outside Pump Sales Engineer

**Location:** San Diego, CA

**Reports To:** General Manager

R.F MacDonald Co. has been in business since 1956 serving California and western Nevada. We have over 225 employees involved in sales and service of boilers and pumps for commercial and industrial applications. We have over 50 employees involved in equipment sales and over 125 employees involved in our parts and field service business.

We have many employees that have been with our company for ten to fifteen years or more. We have also attracted and retained many employees that have been in the industry for many years prior to joining our company. As we have grown our experienced employees have trained our new employees. We strive to be the most experienced company in the industry we serve.

Our VISION STATEMENT reflects the fact that our employees make up what our company is all about:

*"To provide a superior growth oriented workplace environment, that attracts and retains the best employees in the industry, fostering an attitude that provides our customers with the most innovative, responsive and results oriented effort possible."*

Position offers health and welfare benefits where compensation will be commensurate with experience.

### **The Position:**

We are looking for a Pump Salesman who likes to win and be part of a winning team. A Pump Salesman on the R.F. MacDonald team sells pumps and pump service repairs. Our belief is gaining a pump service partnership with customers will position us well for when customers need pump units. This positions reports out of our Modesto, CA location.

Our ideal candidate will have 5 to 10 years' experience in the industrial pump industry with strong knowledge in troubleshooting pump performance issues and service needs for numerous different pump types and service needs. Beyond the industrial pump industry, having experience with municipalities and/or the commercial pump market and service is a strong "plus". This ideal candidate is motivated to meet new customers and help them solve their pumping performance problems on a daily basis.

This focus on providing solutions to our customers is "why" we are in business. It is why we have grown. You must be professionally presentable, must have good customer skills and strong communication skills, must be able to operate independently and communicate efficiently and effectively with both the customer and management. If this describes you, if this energizes you, if you need to win, not as a solo maverick, but as a contributor to a cohesive team, contact us.

### **REQUIREMENTS:**

Must be able to demonstrate the following:

- Be with the best of our collective resources and capabilities, thereby doing the best job possible and providing the greatest customer satisfaction.



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- As a part of service department administration team you must be willing to do anything that you ask of others. This includes working with service personnel; to get a complete understanding of the tasks performed for the jobs you will be quoting. Your work ethic and sound judgment must be such that you earn the respect of the entire group.
- Be able and willing to work the hours necessary to fulfill the needs and expectations of the position. This is not a job for someone who watches the clock. The hours worked are as demanded by the workload and those as needed to get the most out of the available resources.
- Good knowledge in appraising the customer's service needs for the repair of various products including boilers, burners, boiler accessories, and other heat producing equipment. Must be willing to further your knowledge in these areas and any others that will be applicable for our company.
- The ability to provide some boiler sizing and application support as needed on the various boilers to assist in proper equipment operation and selection. Some in-house and formal factory training will be provided on a scheduled basis but you are expected to seek the necessary level and frequency of training from the company's resources in order to become proficient in these areas. Time in the field with our equipment sales personnel is expected in order to develop an understanding of the contractor, engineering and competitive requirements of our industry. We believe these skills are essential in order to provide the maximum benefit to our customers by having a superior knowledge of product applications and operation. This process will maximize service volume and service margins.
- Have a good personal image, empathy for the customer and the customer's problems, and be willing and be proactive to do, within reason, what is required to solve problems for the customer. Must respond promptly and efficiently when called upon by our personnel or the customer, in order to promote the goodwill of the company and to assist in the improvement of sales. Must be a "self-starter" and exhibit a high level of output with minimal supervision. We believe our company is very good at what we do by having self-motivated personnel that are very good at what they do. A commitment to excellence is expected.
- Display a willingness to learn, and to expand in the position. Must be willing to learn and receive instruction on proper management skills and techniques.
- Be very detailed in paperwork. We service equipment that is a part of a larger system. It is very important and, therefore, expected and required that our service personnel provide quotations, service reports, start-up reports, warranty claims and other evaluations detailing our work sufficiently to avoid misunderstandings between our work and the project requirements or customer expectations.
- Have learned computer skills. All sales personnel must become reasonably proficient with Word, Excel, Outlook and CRM. Factory equipment selection and pricing programs are also utilized.

### DUTIES:

- Proactively call on existing customer base to develop long-term relationships and generate service contracts. Will respond to service requests by working with the service manager, assistant service manager and dispatcher in scheduling service personnel with the appropriate level of training. Will respond to quote requests promptly. Will support prompt billing and costing as needed for accurate accounting of the department's work. This requires a complete understanding of our procedures and the warranty and material return policies of the companies whose equipment we are the authorized service agents for.



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- Expected to be out of the office calling on customers and providing proposals. You are to maintain the CRM database and provide copies of proposals to the office for times when you are not available. The CRM data will be reviewed on a biweekly basis with the Sales Manager.
- Schedule other representatives to assist in job layout and review (job walks, quote help) when assistance is needed. Will coordinate directly with other representatives to maximize usage of both individuals' times.
- Follow up or assign to other sales personnel, as quickly as possible, leads that have been provided by the dispatcher, inside support person, or others.
- Keep the Sales Manager, Service Manager, Dispatcher, sales team, and service personnel informed of ongoing problems with new and existing projects and customers.
- In general will do what it takes to make our company successful with the product lines we represent and the customers we serve. It is expected that this service effort will complement and accordingly increase the sales of our boiler product lines. Will work to "package" the sale of service contracts with our boiler lines.
- Proficient in the requirements of ASME Code repairs for estimating jobs.
- Actively participate with Bi-weekly safety meetings for the service personnel.

Willing to perform other functions as may be required in order to maximize the efforts of the company in attaining sales, or improving service to the customer. Will realize that the purpose of the company is to fulfill a need for the customer and that it is only by performing this that the company will be able to grow and become more successful.

### **Other Requirements:**

A valid driver's license is required. Must be insurable with no major infractions. Job will require travel. Applicants must pass a pre-employment drug-screening test. A clean driver's license is a requirement for the position.

For additional information, please view our website at: <http://www.rfmacdonald.com>.

Salary: Negotiable

To apply, please email your resume to [human.resources@rfmacdonald.com](mailto:human.resources@rfmacdonald.com).