



R. F. MACDONALD COMPANY
JOB DESCRIPTION

Position: Outside Sales Engineer – Pump Division
Classification: Exempt
Location: Modesto, Las Vegas or Santa Fe Springs
Reports To: General Manager

Summary/Objective

The successful candidate must 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.

The candidate 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. In general this position 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 compliment and accordingly increase the sales of our pump product lines. The successful candidate will work to "package" the sale of service contracts with our pump lines.

Essential Functions

The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.

- Be able and willing to work the hours necessary to fulfill the needs and expectations of the position.
- Ability to apply knowledge to customer's current and future needs. Must be willing to further your knowledge in these areas and any others that will be applicable for our company.
- Must be able to analyze a customer's existing equipment and provide options for improvement, updating or replacement.
- Be able to provide service repair estimates for customer's equipment.
- Must 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.
- Must be a "self-starter" and exhibit a high level of output with minimal supervision. 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 techniques.
- Be very detailed in paperwork. We service equipment that is a part of a larger system. It is very important.
- All sales personnel must be reasonably proficient with Word, Excel, Outlook and CRM. Factory equipment selection and pricing programs are also utilized.
- Must respond to quote requests promptly from either an external or internal customer.
- Ability to work with team members to utilize the strengths of the team to increase penetration of accounts.
- Provide lunch presentations (lunch and learns) to customers based on new products and services.
- Provide appointment opportunities for manufactures to visit customers.
- Expected to be out of the office calling on customers and providing proposals. You are to maintain the CRM database and use the system as a tool to increase your sales activity. 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.



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JOB DESCRIPTION

- 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, and Service Personnel informed of ongoing problems with new and existing projects and customers.
- 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.

Competencies

- Excellent Customer Service skills and knowledge.
- Proficient in communications both verbal and written
- Interpersonal Skills
- Safety Focus
- Critical Thinking/Evaluation
- Reasoning skills
- Ethical conduct & practices
- Time Management
- Personal Effectiveness/Credibility
- Flexibility
- Timeliness
- Initiative
- Change Agent

Supervisory Responsibility

This position has no direct supervisory responsibilities.

Work Environment

This job operates in both a professional office environment and in internal and external environments which may include inclement weather conditions. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. And has exposure to other environments which may include working with hot steam, liquids tight spaces and other conditions depending on customer site(s).

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. This position encompasses both an office environment as well as boiler containment areas. Duties in these environments will and/or may include filing, correlating, reproduction and binding materials are required. This would require the ability to lift files, open filing cabinets, bend or stand on a stool, climb stairs, and prepare training and meeting rooms/spaces as necessary. It may also require the ability to squat, walk, lift, pull, push, crawl, climb stairs and when viewing/quoting jobs at customer sites.

Position Type/Expected Hours of Work

This is a full-time position. Days and hours of work are Monday through Friday, 8:00 a.m. to 5:00 p.m. This position regularly requires long hours and traveling as job duties demand.



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JOB DESCRIPTION

Travel

Travel is required for this position to customer sites with out-of-area and possible overnight travel expected.

Travel is occasional to all RFMCo. Office locations within its operating cities, with out-of-area and overnight travel expected.

Required Education and Experience

- Must 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.
- A valid driver's license is required. Must be insurable with no major infractions.
- Job will require travel.

Preferred Education and Experience

- Must 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
- Bachelor's degree in relevant pump industry.

Other duties:

Please note, this job description is not a comprehensive listing of activities, duties or responsibility that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.