

SALARY POSITION DESCRIPTION
EFFECTIVE DATE: _____

POSITION TITLE:	Senior Service Account Manager	DIRECT REPORTS: (number and grades)
SALARY GRADE:	47	STAFF SUPERVISED TOTAL:
FUNCTION:	Commercial Sales	# SALARY:
REPORTS TO:	District Sales Manager	# HOURLY:
UNIT SALES (\$M):	\$895.0 Mil.	NUMBER OF LOCATIONS:
UNIT EMPLOYEES:	9,000	POSITION BUDGET (\$M):
		POSITION SALES (\$M):

BASIC FUNCTION:

Sell and retain service and maintenance agreements within requirements and perform customer service functions and collections.

DUTIES AND RESPONSIBILITIES:

1. Sell service and maintenance contracts at required price and margin levels to obtain new units on maintenance agreements.
2. Retain current maintenance agreements at required price and margin levels through good customer service and selling on factors other than price.
3. Possess broad product knowledge of all elevator/escalator lines and specialized architectural product knowledge, such as old interfaces to new interfaces, and modernization products. Make effective sales presentations.
4. Provide repair estimating and estimate for all "normal" work. Read/interpret architectural drawings. Understand service contract language in broad terms. Manage large national accounts.
5. Develop service sales territory through customer contracts. Maintain up-to-date technical knowledge of products.
6. Monitor the collection of accounts. Follow-up with customer to ensure timely payment of accounts as per contractual agreement.
7. Provide support and guidance to junior sales representatives, as required.
8. Responsible for the completion of other tasks as assigned by cognizant management.

9. Responsible for ensuring Affirmative Action and attainment of EEO goals and objectives.
10. In all areas of responsibility involving direct and indirect contracting with the United States Government including obtaining, administering and performing the work required for a Federal Government contract or subcontract, the incumbent of this position is responsible to fully comply with the
Policy Statements on Contracting with the United States Government, including ensuring subordinate staff are aware of the and their individual responsibility and accountability for their own actions in complying with the Policies.

Incumbent

Approved by

Expert opinion:

The Job Title, Function and Duties and Responsibilities associated with the position “Senior Service Account Manager” corresponds to DOT - **259.257-018**

TITLE(s): SERVICE REPRESENTATIVE, ELEVATORS, ESCALATORS, AND DUMBWAITERS (wholesale tr.)

Sells maintenance service and engineering improvements for elevators, escalators, and dumbwaiters, applying knowledge of mechanical engineering: Compiles list of prospective customers and schedules contacts according to sales potential and geographical location. Explains type of service available and quotes cost of servicing equipment, explains tasks performed to achieve maximum performance, such as lubrication, electronic testing, and inspection of cables. Writes service contracts for new customers and renewal contracts for current customers. Explains benefits of modernizing equipment, such as improved speed, safety, and appearance. Inspects equipment and tallies traffic in building. Writes report of equipment to be modernized and changes to be made, and submits to engineering department for cost quotations. Presents proposal to customer for approval. Prepares monthly report of contracts sold, details of business transactions, and customers contacted. May sell elevator, escalator, and dumbwaiter parts to owners who maintain own equipment.

GOE: 08.01.01 STRENGTH: L GED: R5 M4 L4 SVP: 5 DLU: 77