



JOB DESCRIPTION

Job Title	Account Service Representative (ASR)
Department	Sales
Reports to	Inside Sales Manager

Position Purpose

The purpose of this position is to provide timely quotes and orders ensuring that all products are built to spec and on-time followed by a flawless delivery to our dealer network.

Accountabilities (include but not limited to)

- Follow all company policies and procedures.
 - Utilize full potential of all systems and reports to achieve position deliverables.
 - Provide complete and accurate quotes to our dealer network.
 - Follow up on all quotes in a timely manner.
 - Prepare and organize all files for units ordered.
 - Assist dealers in maintaining slot allocation program.
 - Arrange for product delivery, freight and required documentation.
 - Generate and distribute dealer invoices and associated paperwork.
 - Ensure product shipping processes are executed in a timely fashion.
 - Monitor production schedule to ensure customer order delivery times are maintained.
 - Communicate all production delays to dealers/customers in a timely fashion.
 - Lead weekly sales meetings and follow up with minutes ensuring action items get completed.
 - Propose potential quality or productivity enhancements.
 - You may be required to assist on location trade shows and events when necessary.
 - Assist in coordinating trade show logistics and materials.
 - Maintains current list of dealers and direct customers with up-to-date contact information.
 - Monitor sales and warranty registrations on a quarterly basis to increase accurate number of registered owners.
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- Help maintain an inventory of all sales, marketing and training materials.
 - Work with sales staff to promote pro-active customer service.
 - Perform other duties as requested by manager.

Deliverables

- All quotes for BWS and Stargate must be turned around in 24 hours.
- Maintain all dealers to their agreed upon slots on a rolling 120 days.
- All quotes need to be dispositioned within 30 days or be cancelled.
- Any order inside of 120 days does not qualify for any discount.
- Develop confidence within our dealer network maintaining a strong working relationship.



Position Criteria

- Outgoing, strong personality.
- Desire to portray company values, fun, accountability, integrity and respect.
- Proficient computer skills, MS Word, Excel, Access, Outlook with ability to learn.
- Strong customer service skills with a desire to meet and exceed customer expectations.
- Above average spoken and written communication skills; (English and French preferably)
- Self-starter and team player with an ability to turn quotes into orders.
- Ability to follow proven processes with a desire to recommend improvements where possible.
- Ability to mentor others on products and options.
- Reliable transportation to and from work

Supervision

This position has no supervisory responsibility

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed, as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.