



## **Outside Parts Sales Representative**

### **Position Specifics:**

Department: Parts

Reports to: Parts Manager or Aftermarket Manager or Corporate Parts Manager

Supervises: None

### **Purpose:**

Builds customer relationships by traveling to customer locations to perform follow-up activities on complete goods, parts and service sales, address customer concerns, promote aftermarket sales, furnish technical support where applicable and collect profiling information in order to enhance the customer experience.

### **Responsibilities:**

Markets parts and service sales such as extended warranties, maintenance plans, machine inspections, overhauls, standard job quotes, and special parts promotions

Performs follow-up calls at customer locations on complete goods and major parts and service

Addresses customer concerns and resolves problems effectively and satisfactorily

Profiles customer's machines, vehicles and demographic information

Participates in product presentations at customer clinics, pre-Expo Meetings, John Deere Days and meetings held outside the dealership

Assists the Sales department with after sales calls to ensure equipment operates to the customer's satisfaction

Provides limited technical support where applicable

### **Experience, Education, Skills and Knowledge:**

2+ years experience in an agricultural or turf related role with involvement in activities such as sales, service, training or other related work

Excellent customer relationship skills

Ability to write and speak effectively to individuals and groups

Ability to use standard desktop load applications such as Microsoft Office and internet functions

High School Diploma or equivalent experience