



WAGNER EQUIPMENT CO.

Job Description

JOB TITLE: Product Support Representative

DEPARTMENT: Product Support

REPORTS TO: Regional Product Support Sales Manager

Job Code: 215

Full Time	<input checked="" type="checkbox"/>	Supervisory	<input type="checkbox"/>	Exempt	<input checked="" type="checkbox"/>
Part Time	<input type="checkbox"/>	Non-Supervisory	<input checked="" type="checkbox"/>	Non-exempt	<input type="checkbox"/>

POSITION SUMMARY

The Product Support Representative (PSR) is a key figure in helping to keep the customer's machines healthy and productive by selling Caterpillar parts, preventative maintenance, and repair within a designated territory. The PSR helps develop marketing plans for this segment of Wagner's business so that increased sales and profits may be realized. The primary functions of this position are to develop and offer the lowest possible operating cost to customers, minimize customer downtime, and merchandise and promote all applicable products offered by Wagner Equipment Co.

Direct Reports: None

ESSENTIAL FUNCTIONS AND BASIC DUTIES

Administrative:

- Creates and maintains profiles on all major parts and service competitors
- Reports lost parts and service sales
- Compiles and maintains customer call list
- Submits call list and expense reports
- Maintains the CTS files to accomplish accurate follow-up to maximize Wagner Equipment Co.'s potential undercarriage sales
- Coordinates Service repairs and Parts deliveries

Organizational: NA

- Works cooperatively with parts and service managers to meet the needs of customers

Interpersonal:

Sales:

- Makes regular calls on customers to promote all available products offered by Wagner Equipment Co. as appropriate
- Prospects for new users and applications for company products
- Maintains an awareness of competition
- Provides Parts and Service quotes to customers

Technical:

- Recommends all service options (exchange vs. rebuild) to fulfill specific situations or customer needs
- Conducts periodic basic machine inspections to recognize parts and service potential to better serve and support the customer's needs
- Conducts required Custom Track Service (CTS) on a regular basis

Supervisory: NA

ESSENTIAL JOB REQUIREMENTS

Minimum Education Required: High School Diploma or GED, with college coursework preferred.

Minimum Experience Required: Three to five years experience with a heavy equipment dealership in a parts or service function. Previous selling experience preferred.

Experience Defined: Basic (1-3 yrs) Intermediate (3 – 5 yrs) Advanced (5+ yrs)

Administrative / Clerical Experience – Basic
Customer Service Experience - Intermediate
Sales Experience - Basic
Technical or Mechanical - Intermediate

Certificates, Licenses and Registrations Required: Valid drivers license

Required Skills and Competencies

Data Entry	Organizational Skills
Telephone Skills	Communication Skills
Safety Knowledge	Math Skills
Reading / Writing Skills	Product Knowledge
Reasoning Skills	

Computer Skills

Microsoft Word - Intermediate
Microsoft Excel - Intermediate
Microsoft Access - Basic
DBS - Intermediate
SIS -Intermediate

ADDITIONAL INFORMATION

Working Conditions

Noise Quiet Moderate Loud
Environment Indoors Outdoors Both

Specific Risks (please list):

Physical Requirements (Checked requirements indicate **more than 1/3 of the time spent on the job**)

Standing	<input checked="" type="checkbox"/>	Sitting	<input checked="" type="checkbox"/>
Walking	<input checked="" type="checkbox"/>	Use of Hands	<input checked="" type="checkbox"/>
Talking	<input checked="" type="checkbox"/>	Hearing	<input checked="" type="checkbox"/>

Weight / Lifting None 1–25 lbs 26–50 lbs More than 50 lbs

Travel Requirements:

None 1-25% 25-50% 50-75% 75-100%

Limitations and Disclaimer

This job description is intended to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position. Wagner Equipment Co. will reasonably accommodate individuals with disabilities.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently.