

## CAREER OPPORTUNITY

### SERVICE AND PARTS SALES REPRESENTATIVE - MARINE

#### Job Purpose

The incumbent is responsible for providing Service and Parts solutions for our Marine Customers by developing a comprehensive list of products and services and integrating Service and Parts offerings to fit the customer's needs. This position reports to the GM Service and Parts Group.

#### Key Duties and Responsibilities

- Effectively promotes Service and Parts sales on all available Marine products offered by the company to the assigned customer base.
- Conducts office and on-site sales calls to customers.
- Conducts periodic basic engine inspections to recognize parts and service potential to better serve and support the customer's needs.
- Develops our existing customer base and increases the number of accounts for both Customer Service Agreements and incremental parts and service business.
- Recommends all service options (exchange vs. rebuild) to fulfill specific situations or customer needs.
- Provides Parts and Service quotes to customers.
- Coordinates Service repairs and Parts deliveries and follows up with customers to ensure service repairs are completed and done to the satisfaction of the customer.
- Works cooperatively with parts and service managers to meet the needs of customers.
- Ensures firsthand knowledge of all customer grievances, and reports these grievances to the GM Service & Parts Group in a timely manner.
- Ensures that any lost sales are reported immediately to management.
- Ensures awareness of all competitive activity within the assigned territory and reports to management promptly.
- Prepares reports and data as requested.
- Creates and maintains profiles on all major parts and service competitors.
- Creates and maintains customer profiles including equipment listings.
- Any other related duties as assigned.
- Any other related responsibilities that may be assigned by Management.

#### Academic Qualifications, Experience and Soft Skills

- A minimum of five (5) CXC passes including Mathematics and English Language
- A minimum of three (3) years' experience in a sales environment
- MEET or EET certification will be an asset.
- Proficient in the Microsoft suite of applications
- Excellent communication skills both oral and written
- Excellent interpersonal skills
- Ability to work in a fast paced environment
- Negotiation skills

**All applications are to be submitted no later than March 26<sup>th</sup>, 2021:**

E-mail: [hr@ftfarfan.com](mailto:hr@ftfarfan.com)

Please specify "Service and Parts Sales Representative - Marine" in the subject

OR

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