



Job Description

Job Title: EZ Trac Sales and Product Support Specialist

Reports to: VP of EZ Trac Sales

Purpose of Position: To provide commercial and technical support to the EZ Trac Sales Team, Product Support for product definition and order implementation, and Service/Warranty Administration. Activities will facilitate new sales, customer satisfaction in applying the EZ Trac Product and to improve the overall processes that assure EZ Trac success.

Essential Duties & Responsibilities:

1. Pre-Qualify marketing generated leads for assigned Sales Region.
2. Answer all incoming Sales inquiries by phone, email or online. Handle and pre-qualify 844# calls and website inquiries then send to appropriate National Account Manager for sales follow up.
3. Provide quotes for customers, distributors and representatives within provided guidelines generating upselling opportunities where feasible.
4. Provide guidance to customers on selecting the right product for their application.
5. Provide a general point of contact for field sales personnel for assistance with customer information, pricing, etc.
6. Get the required information to enter unit orders and service orders and enter the orders.
7. Communicate the priority of customer requirements to Operations.
8. Assist in development and maintenance of Accounts and Contacts in the CRM system.
9. Act as liaison between TDS/EZ TRAC and Certified Installer locations to coordinate won opportunities, build schedules, and miscellaneous information needed to complete an order
10. Work with approved OEM/Body builder accounts such as Altec and Terex to coordinate open quotes, won or lost opportunities, miscellaneous information needed to complete an order
11. Contact customers as needed to clarify questions on purchase orders
12. Maintain and update required information within company databases daily that accurately describes your last interaction and follow up actions in a manner that the entire team will benefit
13. Build and cultivate strong, long-term relationships with customers.
14. Provide strong customer support based on experience and thorough understanding of all parts associated with our product offering
15. Understand and make recommendations to improve EZ Trac product configurator
16. Assure correct application information, product definition and accurate pricing and terms/conditions for each proposal and order
17. Develop Benefits/Features and Economic Value of EZ Trac Products
18. Continuously grow individual product and industry knowledge
19. Participate in continuous product training sessions
20. Work within a team structure and support other team member's needs regarding sales, account maintenance and customer service, and fulfillment so customers' needs are always met



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General skills specific to position:

1. Organization and Aptitude for Managing Multiple Tasks Simultaneously
2. Team Leadership
3. Clear and Effective Verbal and Written Communication Skills
4. Ability to Manage and Eliminate Conflict of Information and Between Personnel
5. Ability to Identify and Lead Product Improvements
6. Ability to travel as needed; less than 10% travel anticipated

Qualifications/Training/Skills:

1. EZ Trac Product Application Experience
2. Critical Thinking and Analysis Aptitude
3. Familiar with TDS Drawing, Technical Data, and Manufacturing Processes
4. Customer Interaction and Service Experience
5. Ability to effectively use AX and enter orders and monitor production progress
6. Understanding of hydraulics, electric control systems, and mechanical drive systems
7. Ability to train customer personnel in the EZ Trac startup and installation process

Education Preferred:

College Level B.S. in Technical Degreed Program

Experience Preferred:

1. Demonstrated Experience Creating and Managing Microsoft Software
2. Successful use of AX and Salesforce Software
3. EZ Trac/Hydraulic Propulsion Systems Application
4. Technical Service with Successful Diagnostic and Repair Skills

General Skills:

- **Teamwork:** Able to communicate effectively, participate as a member of a team and work well with others to maximize efficiency.
- **Quality:** Familiar with company policies and demonstrates knowledge of relevant procedures and importance of producing quality products.
- **Safety:** Follows general and equipment specific safety rules. Uses appropriate safety protection equipment and other safety devices.
- **Adaptability:** Positive to change.