

# HARPER INTERNATIONAL

## POSITION DESCRIPTION

The Position Description is the tool used by Harper International to communicate and clarify the essential job functions, establish the basis for performance expectations, and identify training needs for each position.

### **Part I - Reporting Structure**

**Job Title:** Sales Manager, Aftermarket

**Date of last revision:** April 2014

**Reports To:** President

**Department:** Sales

**Status:** Exempt

**Completed By:** HR

### **Part II – Position Objective**

Responsible for delivering a high level of customer service, account management, handling incoming inquiries and driving business via outbound sales activity.

### **Part III – Job Responsibilities**

#### Essential Duties

1. Collaborate with sales & marketing colleagues to analyze opportunities and utilize information to develop sales strategies that align with corporate goals or group sales/revenue/profit targets.
2. Implement sales strategy to win business.
3. Continually refine & update technical knowledge base in order to understand customer's technical requirements and applicability to Harper business.
4. Develop and maintain a thorough understanding of core competencies and applicable technologies in order to "sell capabilities".
5. Acquire an aptitude for identifying decision makers & transcending gate keepers.
6. Assist with & oversee tender management in order to design a compelling solution that meets the customer's needs while minimizing the overall risk.
7. Maintain customer data, interactions in CRM system in order to facilitate data driven business intelligence.
8. Work closely with the sales and service groups to coordinate activities and identify opportunities for relationship building and future sales.
9. Perform hands-on global sales activities from the generation of leads to development of sales proposals and contracts through to the closing of the sale.
10. Position requires 60%+ travel (both domestic & international)

### **IV – Knowledge, Skills, Education**

1. 5-7 years of experience working in aftermarket or service sales for complex capital equipment.
2. BS Degree in Engineering preferred, preferably Mechanical or Chemical.
3. Engineering experience with complex, custom design & build processing systems extremely desirable.
4. Candidate must be outgoing & possess a strong propensity for value selling

5. Knowledge of Thermal process systems helpful.
6. International travel and/or study abroad experience ideal

#### **VI - Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to walk. The employee is frequently required to sit, use hands, reach with hands and arms, talk and hear. The employee is occasionally required to stand.