

# Ag-Power Sales Representative



## Position Specifics:

**Department:** Sales

**Reports to:** Store Manager or Aftermarket 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
- Any other duties as assigned

## 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