



Title: HVAC Product & Dealer Support Specialist		FLSA Status: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt
Type of position: <input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time		Safety Sensitive: YES
Department: Sales		Date Created: 02.14.20
Job Summary: To provide Sales & Applications Support and Customer Service including quotes, fulfillment orders for HVAC unitary and Ductless mini-split equipment and accessories.		
Education Requirement: A minimum of a High School Diploma is required.		
Position Qualifications:	<ul style="list-style-type: none"> • Employee must pass a pre-employment drug screen. • Ability to maintain a valid driver's license • Must be able to communicate well with others • Strong Customer Service and Sales focus • Ability to handle multiple tasks. • Strong computer knowledge including MS Office applications. • Strong work ethic, self-motivated 	
Required Experience:	A minimum of 3-5 years of HVAC industry experience. 2 years outside sales, counter sales or contractor experience.	
Supervision of others:	NO	
Physical Demands/Requirements:	For physical demands and working conditions, see "Description of Physical Demands and Working Conditions"	
TASK	PRIMARY DUTIES	
	<ul style="list-style-type: none"> • Answer all phone calls from contractors and branch associates surrounding questions on installation, operation, troubleshooting, and service for all unitary and ductless HVAC equipment • Provide application solution and product selection to contractors and branch associates seeking your help • Prepare timely quotes for larger more complex Residential and Commercial Projects/Jobs • Coordinate equipment delivery and ensure availability • Other duties as assigned by management 	

This Job Description is not an employment contract. The company reserves the right to change the job description and the job duties at any time without notice. I certify that I have read and understand the job description, I possess the above qualifications, and that I can perform each of the above functions with or without an accommodation. Also, I have been provided with a copy of this document. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job. An individual should contact his or her supervisor or the human resources department if he or she believes that an accommodation is needed.

EMPLOYEE SIGNATURE

DATE



DESCRIPTION OF PHYSICAL DEMANDS AND WORKING CONDITIONS

PHYSICAL REQUIREMENTS:

LIFTING **

1 - 10 lbs.	11 - 20 lbs.	21 - 35 lbs.	36 - 50 lbs.	51 - 75 lbs.	76 - 100 lbs.
Frequently	Frequently	Occasionally	Very Rarely	Very Rarely	Very rarely

CARRYING **

35 lbs.	50 lbs.	100 lbs.
Frequently	Very rarely	Very rarely

** Very Rarely = < 1% Rarely = 1-10% Occasionally = 11-33% Frequently = 34-66% Continually = 67% +

OTHER REQUIRED MOVEMENT:

Twist/Turn	Frequently		All shift
Stoop/Bend	Frequently		All shift
Squat	Occasionally		All shift
Step up/Step down	Frequently		All shift
Balance	Frequently		All shift
Reach Upward	Occasionally		All shift
Reach Forward	Frequently		All shift
Wrist Rotation	Frequently		All shift
Grasping	Continuously		All shift
Pinching	Occasionally		All shift
Manipulating Objects	Continually		All shift
Push/Pull 21 – 50 lbs.	Occasionally		All shift
Push/Pull 50 lbs.	Rarely		All shift

ABILITY TO MAKE NOTES AND WRITE

ABILITY TO USE HANDS/FINGERS

ABILITY TO HEAR

ABILITY TO SEE

MENTAL ABILITIES:

ABILITY TO COMMUNICATE CLEARLY AND CONCISELY

ABILITY TO ASK QUESTIONS/GATHER INFORMATION

ABILITY TO MAKE SOUND DECISIONS

ABILITY TO RECEIVE NEGATIVE/EMOTION LADEN INTERACTION W/O REACTING NEGATIVELY

ABILITY TO FOLLOW COMPANY PROCEDURES

ABILITY TO WORK WITH MINIMAL SUPERVISION/MAINTAIN PRODUCTIVITY

ABILITY TO SHIFT PRIORITIES QUICKLY AND READILY

FUNCTIONAL REQUIREMENTS:

MUST BE AVAILABLE MONDAY THROUGH SATURDAY

WORK DAY SCHEDULE MAY VARY

MAY BE SUBJECT TO EXCESSIVE WEATHER CONDITIONS

WORKS CLOSELY WITH OTHERS