

TITLE: Service Representative
DEPARTMENT: Sales
REPORTS TO: District Sales Manager or Account Manager
DATE: September 2016

STATEMENT OF PROFESSIONAL REQUIREMENTS

OBJECTIVE:

The Service Representative's main objective is to assist account managers by conducting field support at customer accounts. The position is accountable for retaining a given clientele, planning and managing an efficient service schedule and selling within an assigned customer base.

- 1) Work with the specific account manager(s) to conduct routine analytical water tests to defined account base.
- 2) Check feed/control/monitoring equipment for proper function.
- 3) Check chemical inventory when on-site.
- 4) Review operator logs to determine past system performance.
- 5) Submit a report documenting routine water test results.
- 6) Ability to solve problems without assistance.
- 7) Develop and maintain a strong working relationship with clients.
- 8) Present professional image to client base.
- 9) Be well informed with materials provided regarding the industry, company, products, chemistry, etc.
- 10) Complete paperwork as required in a timely manner.
- 11) Complete add-on sales within existing customer base.
- 12) Complete administrative work associated with maintaining the customer base.
- 13) Pursue new customers as time allows and as agreed with management.
- 14) Complete customer reviews as required.
- 15) Comply with all safety requirements as well as requirements of Fremont's quality system as they relate to this position.
- 16) Make recommendations for improvements at customer location.
- 17) Visually inspect treated systems.
- 18) May require driving a company van/truck.
- 19) Complete equipment installations.
- 20) Complete treatment product transfers and drum removals.

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DESIRED SKILLS AND ABILITIES:

- Strong written and verbal communication skills.
- Sales experience is a plus.
- Water Treatment product knowledge.
- Knowledge of water chemistry basics.
- Experience with system testing methods.
- Knowledge of basic boiler systems.
- Knowledge of basic cooling systems.
- Experience with feed and control equipment.
- Knowledge of industry safety and handling.
- Installation capabilities...pvc piping, wall mounting control equipment, pump mounting and feedlines.
- Computer skills / software.

EDUCATION AND TRAINING:

- High school education, GED.
- College courses or chemistry education is a plus.
- Job related courses and seminars are a plus.
- Continued education and training to support the duties, dimensions, accountabilities, and scope of this position are encouraged by Fremont Industries, Inc.
- HVAC education a plus.

PHYSICAL DEMANDS:

- Ability to lift 50 lbs.
- Comfortable working in confined spaces and heights.
- Bending, lifting and climbing.
- Work frequently in a heavy industrial environment requiring the use of personal safety equipment and exposure to chemicals, dust and noise as typically found in those environments.
- May require over-night travel/weekend work/over time.

This job description is not designed to cover or contain a comprehensive listing of activities. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.