



JOB TITLE: SERVICE ACCOUNT MANAGER
DEPARTMENT: SERVICE

JOB SUMMARY:

Interfaces with Customers, Sales Engineers, Service Technicians, Construction Operations Engineers, Parts Coordinator and Management to fulfill needs of our Service Agreement customers. Service Agreement planning and scheduling for our service customers is the primary responsibility, while providing sales assistance, parts quotes and project management, controls design, and system upgrade projects for Service Agreement customers. Manage subcontractors and suppliers. Direct project financial responsibility increases with tenure in this position, including use of ATS project management financial reports. This is an exempt position.

DUTIES AND RESPONSIBILITIES:

New Service Agreement (SA) Planning

- Schedule Sales to Ops turnover meetings
- Set up new agreements (documentation, electronic information on server and Solomon)
- Perform SA kick-off meeting with customers
- Schedule all Support Agreement visits on SA Master Load Calendar
- Prioritize SA visits with Service Quoted, T&M and Emergency Requirements
- With the Service Coordinator's assistance contact all upcoming service visits
- Review SA visit documentation and discuss with Service Engineer as necessary
- Plan and schedule follow-up visits with customer
- Receive and immediately respond emergency requests from customers

Financial Responsibility of Service Agreement Execution

- Review departmental financial reports for Service Agreements on a monthly basis
 - Meet with management to review financial status of Service Agreements
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SKILLS AND ABILITIES:

- Ability to plan, schedule and manage approximately \$600K to \$750K in SA base business
 - Knowledge of DDC Control Theory & Applications and Mechanical systems
 - Strong time management and organizational skills
 - Ability to work on mid to long-term projects and still be able to react to unanticipated demands for your time (customer phone calls, dial-ups, etc.).
 - Strong communications and interactive skills
 - Ability to work independently and unsupervised
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EDUCATION AND EXPERIENCE REQUIREMENTS:

- AA Engineering undergraduate degree
- Equivalent combination of education and experience
- Building Mechanical Systems experience
- Account management and/or project management experience