

Position Summary

The Sales Representative develops and expands existing and new commercial customer accounts by seeking to understand customer challenges and priorities, identify security opportunities, build security solutions, and demonstrate these solutions to win the decision to integrate a security system that meets the security needs of the customer. This position will require the employee to stay current/proficient on the following types of systems:

- Access Control
- Video Surveillance
- Audio/Video
- IP Networks and Wi-Fi
- Burglar Alarms
- Cabling for above systems
- Door Locking Hardware

Essential Functions and Duties

- Estimating
 - Prepare and submit quotes for new security systems and system replacements
 - Provide bids to general contractors for systems that are part of construction projects
 - Revise bids in the event of addendums, ASI's, and owner changes
 - Quote add-ons to existing sites
 - Promote and manage recurring revenue opportunities including monitoring, subscriptions, and service agreements
- Design
 - Design and layout camera systems
 - Design and layout wireless antenna systems to support camera and access control systems
 - Provide drawings and other documentation to communicate system design goals
 - Walk sites and document existing conditions
- General Contractors/Customers
 - Provide bids for construction projects
 - Provide change order quotes prior to and after project start
 - Field questions from the general contractor project managers and job superintendents
 - Provide project and system specific drawings and documentation as required
 - Review and negotiate contracts with sales manager
 - Respond to any requests from the general contractor project managers and job superintendents
- Project and IPS Staff Coordination
 - Coordinate system installation with the IPS account managers
 - Work with account managers to resolve issues encountered in the field
 - Work with admin staff to address contract, insurance, and reporting requirements

- Customer Relationship
 - Contact new or existing customer to discuss how specific products can meet their needs
 - Visit establishments and meet with customer to evaluate needs and answer questions
 - Assist customers in selecting products based on customer needs and product specifications
 - Build relationships with customers and maintain regular contact with customers to ensure customer satisfaction with installations, service and support, responsiveness, monitoring, etc.
 - Maintain records of customer accounts
 - Complete sales reports
 - Study documentation or other information for new products
 - Attend sales or trade meetings

Licenses, Registrations or Certifications

- Criminal background check required for hire
- Valid driver's license with acceptable motor vehicle record required

Required Knowledge

- Estimating
- Design
- Computers and electronics
- Access Control / Camera Surveillance
- Building and Construction
- Database management

Required Skills

- Effective communication
- Active listening
- Complex problem solving
- Judgment and decision making
- Relationship building
- Highly organized and detail-oriented
- Time management
- Self-motivated
- Prioritization

Required Abilities

- Read and comprehend scope of work
- Operate standard office equipment
- Speak, read, and write the English language
- Communicate effectively verbally and in writing
- Respond promptly to customer inquiries
- Work independently and as part of a team
- Assess situations and make clear and timely decisions
- Organize work, develop procedures, and follow instructions
- Adjust positively to frequent changes, delays, or unexpected events
- Remain calm in difficult situations and respond with professionalism

Education and Experience

- High school diploma or equivalent
- 2+ years of estimating and design

- Become and remain proficient in all computer programs necessary to perform the everyday duties of this position including word processing, simple accounting, database management, spreadsheets, email, and internet

Work Environment

- Indoor office environment subject to constant interruptions
- Outdoor jobsite evaluations with fluctuating temperatures

Physical Demands

- Clarity of vision at varying distances to read, review, enter data, and ensure accuracy of records
- Verbal, auditory, and written capabilities to effectively communicate in a clear manner
- Dexterity of hands and fingers to operate a variety of standard office equipment
- Sitting or standing for extended periods of time
- Occasional light lifting and carrying
- Occasional bending and reaching overhead