

Job title	<i>Comfort Advisor</i>
Reports to	<i>Sales Manager/Owner/CEO</i>

Job Purpose

The Comfort Advisor is responsible for the generation, facilitation and overall end-to-end sales process of all products and services for At Your Service Heating and Cooling LLC

Job Summary

The Comfort Advisor (CA) responds to all customer inquiries during the sales process. He/she maintains expert knowledge of company products and services and drives maximum profitability through in home sales. The CA creates and facilitates all sales tickets, sales functions and coordinates with all necessary parties to ensure that sales proceed smoothly and efficiently and to the customer's satisfaction. Performs other duties/tasks as required.

Percentage	Detailed Responsibility
_____	Schedules sales appointments and meets with potential customers in their homes to explain the company's products and services. Conducts a thorough inspection of interior and exterior areas of potential customer's property to determine how best to serve the customer.
_____	Responds to customer inquiries regarding product selection, placement of orders, requests for prices and quotations, complaints and scheduling of deliveries and installations, and providing customer follow-ups.
_____	Makes sales presentations to customers based on inspection and issues identified by addressing any questions, explaining the process and setting expectations.
_____	Focuses on securing the maximum profitable sales opportunity with each customer through excellent selling, service and problem-solving. Develops profitable business with new customers through excellent selling, service and problem-solving.
_____	Achieves sales performance objectives through assigned leads and new business development.
_____	Serves as a problem solver for customers by utilizing the in-depth training provided to decide on the best overall solution for each customer's needs.
_____	Coordinates purchase and delivery of special products. Obtains information on pricing specifications, uses and availability.
_____	Codes and inputs customer orders, pricing information and additional data into the computer system.

Continuously improves and maintains in-depth product knowledge. Shares expertise, guiding customers to make the best product and service selections that will provide value to their business, while enhancing company profitability.

Qualifications

Qualifications include:

- Previous inside sales experience required/preferred
- Industry knowledge and experience
- Valid driver's license
- Clean driving and criminal records as required by state laws for home service companies and by company insurance carrier(s)
- Ability to lift 100 pounds
- Neat, clean, professional appearance.
- Other background checks (if applicable)

Physical Requirements

Job generally works indoors and is somewhat physically demanding, requiring standing for extended periods of time, lifting heavy objects on an occasional basis, and working with challenging clients.

Direct Reports

This position has no direct reports.