

## JOB DESCRIPTION

**POSITION: AUTOMATION SERVICES SPECIALIST**

**REPORTS TO: DIRECTOR OF AUTOMATION**

### Responsibilities:

- Market and manage all CSM product sales (repair, tech connect, training, RAAMP, PM, PMA).  
New Customer development.  
Use market and business system data to identify potential new customers.  
Develop marketing collateral (flyers, mailings, brochures, etc).  
Conduct sales calls on potential new customers.
- Existing Customer maintenance and development.  
Use Brio to analyze CSM sales gaps.  
Aggressively market in CSM sales gaps to existing customer base (heavy focus on 3<sup>rd</sup> party repairs and tech connects).  
Accountable for Tech Connect renewals companywide.
- Repair and Exchange process.  
Analyze and document repair and exchange process.  
Coordinate with local repair administrators to ensure loop is closed.  
Market RepairTrak to existing repair customers when volume and potential growth is present.
- Manage all automation training events.  
Plan annual automation training calendar for all locations.  
Act as administrator for PLC user group meetings.  
Coordinate directly with sales force to encourage attendance of training classes.  
Publish all marketing collateral for all automation training events.  
Annual calendar  
Flyers, website, fax, e-mail, sales calls, etc.  
Act as company administrator for Automation Fair and CAOTM.
- Oversee all Asset Management programs  
Develop knowledge of plant repair requirements (critical operations, warrantee issues, pricing programs, etc.).  
Establish a RAAMP marketing program inside the plant.  
Leverage traditional install base (IC, VFD, MCC, PLC) to build repair opportunities.  
Leverage repair relationships to create new hardware sales opportunities.  
Analyze repair data to identify new hardware sales opportunities.  
Train AMP to identify non RAAMP opportunities for MCESI.  
Analyze transactional process flow.  
This is a company wide position. Travel to other locations to drive Services sales growth is required. (Must be able to travel 40% of the time).  
Special projects as required by Area Sales Director.



Qualifications:

- A. Bachelors Degree (preferred)
- B. 3-5 years experience in electrical distribution (preferred)
- C. Completion of MCESI training requirements
- D. Good organizational and time management skills
- E. Excellent follow-up
- F. Excellent customer service skills
- G. Good problem-solving ability