



## JOB RESPONSIBILITIES & EXPECTATIONS

### **POSITION TITLE:**

Business Operations Specialist

**POSITION OVERVIEW:** Support Branch Manager and Sales Manager in achieving Torgerson's goals, Sales Objectives and being a resource for the sales department. Must be team oriented with a positive attitude, strong work ethic, and excellent communication skills.

**DESIRED SKILLS, EDUCATION, EXPERIENCE:** Preferred applicants will have a degree or be working towards in business administration or similar field or equivalent industry experience in administrative work / management. Must be electronically efficient with a working knowledge of Google Suite and Microsoft Office with ability to learn Torgerson's internal data and technology software system. Must be a self starter, highly motivated, organized, and able to work independently. Will be assisting in building positive work teams in all departments and strengthening department cohesiveness with each other. Must have math skills and the ability to follow policies and procedures.

### **RESPONSIBLE FOR SUPPORTING THE BRANCH AND SALES MANAGER TO INCLUDE:**

- Assist Sales Manager with planning, retail sales packets, quotes, sales plans / goals, and account / territory management including training of sales consultants as directed.
- Assist with maintaining sales databases in software system.
- Inform Sales Manager / Branch Manager of existing or potential customer issues.
- Manage Google Calendar as needed including scheduling, and coordination of travel arrangements.
- Coaching of the sales team under the direction of the Sales Manager.
- Assist with weekly sales department meetings under the direction of the Sales Manager.
- Assist Branch Manager with assignments as directed.
- Assist in resolving customer complaints in a timely and professional manner.
- Along with Sales Manager and Branch Manager, provide strong leadership for Branch.
- Assist Branch Manager with basic departmental functions for sales, parts and service as assigned.
- Must be flexible and able to handle interdepartmental assignments and needs.
- Target lists for sales consultants using customer data analytics from the customer base.
- Responsible for tracking our customer pipeline.
- Assistance with Iron HQ
- Management of customer events; sending out mailers, customer calls.
- Processing of sales paperwork to ensure accuracy and completeness.
- Assist with sales lead generation.

## **RENTAL SALES RESPONSIBILITIES IF RENTAL SALES IN BRANCH:**

### **RENTAL OBJECTIVE: Annual Rental Revenue (Branch specific)**

#### **GOALS TO ACCOMPLISH OBJECTIVE:**

- Plan and strategize for inventory availability to achieve 45% utilization and budget projections.
- IN HOUSE Branch Sales Assistant / Rental Sales
- Construction Equipment Sales Consultant to achieve a pre-set monthly goal in rental income per month and balance IN House rental.

#### **RENTAL SALES RESPONSIBILITIES:**

- Service all walk-in and phone calls regarding Rental opportunities and equipment inquiries and all quoting daily, weekly and monthly rental rates.
- Provide all quotes regarding rental rates to Equipment Sales Consultant as needed.
- Assist and provide CE Equipment Sales Consultant with all rental documents required and responsibility for accountability of rental equipment including condition and availability of inventory.
- Check-in and Check-out of all Rental Equipment, including pictures.
- Inform service department and include work authorization for all rental equipment including fuel, and cleaning and service required.
- Bill Rental customer for repairs due to damage other than normal wear and tear during the rental period.
- Assist and recommend to management regarding rental inventory needed to achieve the objective.
- Maintain customer satisfaction and build relationships to ensure repeat business.

#### **MARKETING SUPPORT:**

- Assist Sales Lead in understanding branch trends of used equipment purchases and market tendencies.
- Assist with organization of clinics, trade shows, and training as directed.

#### **COMPANY REQUIREMENTS:**

- Maintain a current Driver's license with clean driving record, be insurable through Company and report any circumstances where driving record could be affected.
- Follow all company standards based on the employee, drug & alcohol and safety handbooks.
- Create a safety-minded atmosphere, free of drug and alcohol abuse within the corporate structure.