

Distributor Account Sales Manager

Samsung HVAC is headquartered in Roanoke, Texas, with offices in California and Pennsylvania. Samsung HVAC imports and manages equipment sales to HVACR wholesale distributors, manufacturer representatives and plan and specification representatives throughout Canada and the USA. Samsung HVAC provides distributors and representatives a wide range of related products from a single source, becoming a value added supplier to over thirteen hundred distributor locations across North America. Samsung HVAC also leads the way in product availability, hands-on technical training (recognized by national certification agencies) and competitive sales programs.

Samsung HVAC is a wholly owned subsidiary of Samsung Electronics America.

Position Summary:

This position is responsible for selling and promoting Samsung HVAC's products and services requiring technical knowledge of HVAC systems. Educate distributors, contractors and owners (occasionally) with regard to the benefits of the Samsung HVAC product line. Manage assigned territory and accounts to maximize long-range account penetration and growth plans. Will support both residential and light commercial business that specifically deals with ductless and ducted (mini) split systems and multi-split systems, DVM S (VRF) in single and three phase models for design build sales. Will also be responsible for working with Distribution Account Sales Manager I team members to foster growth throughout the team. Will estimate time and sales expenses expected and submit to management. Help provide product/service warranty claim information to ensure resolution within company policies. Analyze records of present and past sales, trends and costs, estimated and realized revenue, administrative commitments, and obligations incurred to interpret accounts, trends, and records and report to management.

Essential Duties and Responsibilities:

Other duties may be assigned

In this position, either directly or through others, the incumbent will:

- Meet or exceed the budget for sales as defined by regional distribution director within a predefined geographic territory with pre-assigned customer partners.
- Responsible for all metrics associated with Distributor partner including sales targets, dealer program growth, dealer sign-ups, marketing program deliverables, execution and follow up.

- Conduct, coordinate and register Dealer Days in concert with local distributor.
- Develops, tracks and maintains non-direct local relationship with Distributors, key accounts (Builders, Mixed Use Developers) dealers, trade bodies, local authorities, utilities and government organizations to build long term sales opportunities.
- Facilitates onboarding process for new Distributor partners and with new dealers.
- Monitor dealer and customer development targets on a monthly basis and communicate weekly results to the regional distribution director leadership. Be the channel expert on the features, benefits, product performance, and design guidelines for Samsung products sold in the United States.
- As required develop and adjust action plans to meet or exceed customer development and sales targets on a monthly basis.
- Maintain and provide sales data input into B2B system.
- Update customers on new products and changes as they occur.
- Provide regular sales application, install, commissioning, business development training and support.
- Manage Samsung resources to resolve any and all customer concerns, including but not limited to technical and application based support requirements.
- Conduct demonstrations (Lunch and Learns and Counter Days) of products and new features to prospective clients.
- Provide market and competitive intelligence to Samsung leadership.
- Forms relationships with individual wholesale distributor accounts and personnel.
- Manages and meets sales goals as set forth by Samsung HVAC utilizing business action plan.
- Identifies needs and requirements of wholesale distributors relating to the selling of Samsung HVAC products.
- Educates and trains wholesale distributors on Samsung HVAC Products and updates them on new products, and changes as they occur.
- Maintain and provide sales data input into B2B system.
- Responsible for introducing marketing and sales promotions, including, including Samsung Dealer Program and specific sales promotional programs
- Provide regular sales application, install, commissioning, business development training and support.
- Provide sales & technical support to customer inquiries
- Provides price quotations and product information in the exact manner as an external sales team member.
- Handles special need projects involving equipment sales including selections, and other non-standard sales inquiries.
- Provides necessary documentation to enhance the sales process including but not limited to brochures, submittals, guide specs, etc.
- Assists in the development of sales programs to the respective Distributor customer
- Provides assistance in sales training planning to Distributor sales team, coordinating and on occasion may conduct sales equipment training to contractors and distributors in accordance with Samsung HVAC Training department content, curriculum and coordination.

- Provides technical information and support to contractors, Engineers Distributors and Spec Reps regarding product application considerations, bidding and installation.
- Travels throughout the defined sales region to have face to face contact with key customers.
- Generates timely reports (including expense reports) as required by Samsung HVAC management.
- Performs other related job duties as assigned by Distribution Sales Director.

Background/Experience:

To qualify for this position, the following minimal background and skill levels are required:

- A college degree in mechanical engineering or engineering technology.
- A high school education or verifiable GED Required
- 7 plus years of sales experience analyzing and solving customer problems required
- Strong attention to detail
- Knowledge of HVAC Industry
- Knowledge of wholesale distribution business channel
- Ability to work with sales, technical, contractors and overall decision makers
- Excellent written and oral communication skills
- Ability to perform in a high volume, fast paced changing environment
- Proven ability to work independently as well as a productive member of a team
- Exceptional organizational and time-management focus
- Ability to independently as well as work in a regional team environment

Necessary Skills/Attributes:

For this position the following skills and abilities must be demonstrated at a proficient level:

- Strong customer service skills and the ability to establish, build and maintain strong customer relationships
- Intermediate proficiency in Microsoft Office Suite; high level capacity to multitask independently and on a computer
- Excellent written and verbal communication skills.
- Excellent facilitation and presentation skills.
- Ability to write reports and business correspondence.
- Positive attitude and dedication to ensuring customer satisfaction
- Ability to adapt to a variety of people
- Strong Follow up and Accountability skills
- Ability to mentor and work in matrix work environment

Physical/Mental Demands and Working Conditions:

The position requires the ability to perform the essential duties and responsibilities in the following environment:

- Operate a computer keyboard and view a video display terminal and telephone in an office environment more than 10% of work time
- Able to meet minimum call center metrics
- Visual acuity, color distinction, and numeric and character detail distinction for the analysis and preparation of statistical reports and information
- Lift, move, or adjust general office equipment, boxes, or materials weighing up to 25 pounds using proper materials handling equipment and procedures
- Occasionally work additional hours beyond normal