



**Parent Companies: Healthy Water Solutions, Prairie Water Solutions and Richie Water Solutions  
DBA: Culligan of Southern Minnesota**

## **Sales and Service Technician**

Culligan International is one of the world's most recognized leaders in water quality solutions. As a residential sales and service representative for this recognized brand and industry leader, you will receive sales and service training and best in class products, which will put you on the road to success. Our companies (listed above) are a family first organization that focuses on providing value to employees and customers alike. We will work hard to ensure you are ready to succeed in your position and be fulfilled in all that you do.

### **Sales Specific Responsibilities:**

- Be the face of Culligan in Marshall and surrounding area!
  - Be active within community including chamber and other relevant groups and activities
- Accountable to achieve performance and financial objectives (monthly, quarterly, yearly)
- Analyze customer water composition
- Determine water treatment solutions appropriate for application
- Make sales presentations to customers in business and home environments
- Build solid, lasting relationships with customers
- Ability to generate leads; build up and maintain your territory. For every two house given leads, sales representative should be acquiring one self-generated lead.
- Contact regular and perspective clients
- Answer questions regarding: products, prices, availability, product uses and financials
- Perform administrative duties such as: sales/install reports, expense reports, sales charts
- Self-motivated and enjoy solving complex problems
- Have a skill set as a successful hunter, closer and marketer

**Service Specific Duties and Responsibilities** include the following. Other duties may be assigned.

Efficiently install, repair, and deliver all company products and/or equipment according to service schedule. This includes but not limited to residential, commercial, and industrial customers. Products consist of Water Softener, Reverse Osmosis Systems, Filters (automatic and standard), Chemical Feeders, UV applications, Deionized Water tanks and systems.

Ability to diagnose and repair equipment and system problems. Read prints and diagrams for installing equipment. Understand equipment manuals, and assist customers understand owner's manuals. Understand product functionality and understand media capabilities, as well as their limits. When in need, call a teammate for guidance and information. You are never alone.

Perform physical activity to install and repair company products according to procedure such as bending, stooping, reaching, climbing, crawling into small areas, also carrying, pulling, pushing, lifting below waist,

and over shoulders. Able to *manage* weight from 1 lb and above. Twisting, reaching, repeated hand, feet, waist action is needed.

Utilizes related equipment and tools to install and service company products. Piping, tubing, torches, and hand tools are frequently used.

Document all pertinent installation and service work information completed on a daily basis, by using the proper company procedures with technology including I-pads and computers as necessary.

Qualifies service work for warranty coverage within company policy and in coordination with management.

Report all problems to supervisor in a timely manner. Including and not limited to all incidents, accidents, and be prepared to give a verbal and or written statement.

**Desired Skills:**

General Plumbing Skills

Oral Communication Skills – English

Written Communication Skills – English

Reading Skills – English

Works well in a team environment

Customer Service

Math Aptitude

Time Management

Professionalism

Physical Dexterity Skills

Ability to lift and carry up to 80 pounds

Must possess valid driver's license