



SALES AND PROJECT MANAGER

Immediate opening available for “Sales and Project Manager” at a very busy and growing Marine Electronics and Electrical Systems business in Southern Anne Arundel County, Maryland. Our firm is a Regional Leader in our trade offering a premium customer experience in a focused niche market. We are seeking a Sales and Project Manager who will become an immediate contributor to our high-volume, positive work environment. We have a constant stream of incoming customer inquiries so lead generation is not a necessary part of the role.

The position is in person, local, no travel, full-time, year-round, with allowance for medical benefits, 401(k), holidays, paid vacation, and other benefits. The Sales and Project Manager will report directly to the owner of this small business.

A top candidate will meet these major requirements:

- Possess in depth knowledge about Marine Electronics and/or Electrical Systems AND knowledge of recreational boats (Power and Sail). ABYC or NMEA certifications would be highly valued.
- Able to provide professional, timely, and accurate consultative sales and project delivery experience for our customers.
- Possess a naturally friendly and positive personality.
- Able to quickly assemble and present written estimates with accuracy.
- Excellent communication skills in person, by phone, and by email.
- Have initiative and desire to improve/contribute at every opportunity
- Have boating experience

Our Sales and Project Manager will be expected to handle a large range of responsibilities to lead a customer from first contact through to project completion, be it new equipment sales or a service/repair request. There are also numerous secondary responsibilities that come with being part of a small business to keep the business running smoothly.

The Sales Manager will work on customer relationships independently with minimal supervision, but the role is supported by the business owner, another highly experienced Sales Manager, and a highly experienced Office Manager as well as outstanding field technicians.

PRIMARY CUSTOMER FOCUSED SALES MANAGEMENT RESPONSIBILITIES

- Handle new inquiries (office walk-ins, phone, or email) from new and existing customers. Qualify customers and extract the details of their request. Set up a service work order or engage in a detailed consultative sales approach to best understand customer's requirements and to guide them toward appropriate solutions.
- Data entry to get the customer into our system (Quickbooks) where all estimates, work orders, and invoices are generated.
- Conduct detailed vessel inspections to gather the information needed to plan a project. This includes documenting existing systems, taking measurements, considering upgrade possibilities, and taking detailed photos for upload to our database.
- Product demonstrations for customers in the showroom
- Design an appropriate system or solution for the customer and write a detailed written estimate (in Quickbooks) and send this to customer.
- Follow up with customer on any questions, revisions, and generally advance the sales process to close the sale.
- Order all parts and equipment for the project.
- Perform Project Management including briefing technician(s) and keeping customer updated on project.
- Provide any/all support to technicians to help them advance project to completion.
- Upon project completion review draft invoice and finalize. Send invoice to customer.

SECONDARY RESPONSIBILITIES

- Shop/Facility management (organization, cleaning, maintenance)
- Help keep track of inventory and order supplies as needed
- Maintain and update accurate pricing across many brands of equipment
- Shipping/receiving
- Equipment staging for projects
- Marketing
- Process customer payments in person or by phone
- Used/take-off equipment sales

- Supporting technicians in the field (running parts, assisting with multi-person tasks, helping to setup or clean-up for projects)
- In shop basic bench testing and/or repairs of equipment
- Mail order/phone sales with shipping
- Light fabrication in support of technicians
- Work seasonal boat shows (Primarily Annapolis Sail and Power)

DESIRED SKILLS

- Technologically savvy, very good with computer. Excellent typing and writing skills.

FRIENDLY AND PROFESSIONAL PERSONALITY

We need a Sales and Project Manager with a naturally positive and friendly attitude, who exudes professional courtesy. This should come across in person, on the phone, and via email. A good candidate will have a pleasant and friendly yet professional demeanor in all aspects of dealing with customers, vendors, partners, and employees.

INITIATIVE AND DESIRE TO EXPAND THE ROLE

The best candidate will be a go-getter who will learn about our business and start to become a greater contributor. We don't want the type of person who completes basic responsibilities and then just waits for stuff to happen. The best Sales and Project Manager will anticipate situations and always strive to make the shop run better.

Examples of ways that the Sales Manager should be expanding their role and contribution:

- Handling government and government agency RFPs and closing business with them which is typically just hardware sales.
- Marketing and promotions.
- Branding.
- Helping to define and refine business processes to improve how we do things.
- Showroom setup/design/updates.

There are other projects that would allow the role to be even further expanded with more responsibility. These are not requirements in any way but a candidate that had skills or experience in these areas may have an edge over another candidate:

- Web site development/maintenance
- CAD or Vizio drawing/schematic creation

- Graphic design
- Brochure/Advertising copy writing
- Apparel design, purchasing
- Competitor research
- Woodworking and fabrication
- Engraving/placard making

FIT IN OUR TEAM

Our team is a tight-knit group of like-minded individuals with great pride in producing high quality results and providing excellent customer service. Our workplace is a positive environment where we enjoy each other's company and what we do. There are no workplace politics or drama. A new hire will have to fit in with our company mindset and culture regardless of Sales and Project Manager skills and experience.

Compensation for this position may range significantly based on knowledge, skills, experience and ability to delivery results and customer satisfaction. The range could be as wide as \$40,000 for an intelligent and energetic trainee to \$80,000+ for a turnkey professional ready to deliver.

If you have relevant experience and want to be on a winning team, we would like to hear from you. Please respond via email and include a resume or work history summary as well as a good phone number. Upon initial contact please share with me why you feel that your knowledge, skills, and experience are a good fit for the position. References are not required in your initial contact, but I will ask for them if you seem like a viable candidate.

Marine Technical Services

www.gomts.net

<https://www.youtube.com/watch?v=P7fEQNdXJ-U&t=43s>

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Job Type: Full-time