



Date
06/1/21

Job Description and Responsibilities:
Residential Comfort Advisor

Job Summary:

Comfort Control is a family owned, customer focused, service company and the premier Heating, Air Conditioning and Plumbing contractor in North Central Ohio. We are seeking to add a Residential Comfort Advisor (RCA) to our friendly, energetic, and enthusiastic team. We take pride in providing the absolute best experience for our customers, the best products on the market and have the highest standards for installation and service. Our vision is to consistently exceed our customers' expectations, provide our employees and their families a place they are proud to work and give back to the community that has supported us since 1980.

If you are self-motivated, outgoing, enthusiastic, and goal-driven this position may be for you. You will also be confident, dependable, have a positive attitude and constantly be focused on providing an exceptional experience for our customers. This is a sales position, therefore the ability to effectively communicate in person, over the phone and electronically is imperative to having success.

Job Responsibilities:

- RCA will be responsible for managing, tracking, and running residential HVAC, Plumbing, Water Treatment and Radon Mitigation sales leads, primarily in Richland County.
- RCA will serve as the primary contact for customers regarding upcoming and ongoing installation projects.
- RCA will be responsible for ensuring the successful hand-off and completion of sold projects to the appropriate department managers.
- RCA will be expected to participate in person at weekly scheduling and sales meetings in Ashland.
- RCA will be expected to maintain an up-to-date, electronic version of their schedule/calendar for all members of the company to have access.
- RCA will be responsible for assisting with the development, implementation, and monitoring of marketing strategies that align with company objectives and effectively attract new business.
- RCA will assist the Branch Manager in preparing sales budgets, forecasts and targets and measuring performance relative to these standards.
- RCA will be responsible for staying up to date on the most recent technology, equipment, rebates, etc. as they pertain to our business units and how they can best be implemented to provide convenience or value for customers and efficiencies for the company.
- RCA will frequently travel to job sites, customer homes, trade shows and professional development functions and will need to always maintain a professional appearance.
- RCA will be expected to maintain normal office hours throughout the week (7:00 am – 4:00 pm) and occasionally work nights and/or weekends consistent with the needs and availability of our customers.
- RCA's job performance will be evaluated on the overall sales and profitability of individual sold jobs and the growth of new business in community surrounding their specific branch location.

**Requirements:**

- Minimum 5-years of experience in HVAC, Plumbing, Engineering, or Sales is preferred.
- Above average to excellent computer skills, familiarity, and comfort with technology.
- RCA will demonstrate excellent written and verbal communication skills as well as 100% follow-through on all sales leads and customer requests.
- RCA will be expected to handle customer financing and occasionally handle money and therefore must have high morals and act with the utmost integrity.
- Thrives in a fast-paced work environment under minimal supervision with the ability to organize and prioritize work to meet deadlines and customer expectations.
- Demonstrates an understanding of construction estimating, job costing and residential load calculations to provide detailed, accurate proposals and maximize project gross profit margins.
- Clean driving record and the ability to pass a pre-employment drug screen and background check.
- RCA will occasionally be required to work in dirty/uncomfortable areas such as attics and crawlspaces to perform their job.
- RCA will be responsible for learning and staying up to date on all state and local codes, technology, trends, company estimating software, consumer financing, utility rebates and any other programs or items that pertain to the HVAC and Plumbing industry.

Benefits Include:

- Base Salary and sliding monthly commission based on individual job profitability.
- Health insurance (company and employee share equal responsibility of 50% premium payment)
- 80 Hours Paid vacation, 32 Hrs. Paid Sick Leave.
- Six Paid Holidays (New Years, Memorial Day, July 4th, Labor Day, Thanksgiving & Christmas)
- Simple IRA Retirement Plan (Company Match up to 3% of Gross Wages)
- Paid Training, Continuing Education and Professional Development/Training Reimbursement
- Company Vehicle and/or Mileage Reimbursement
- Company Apparel, Tablet and/or Laptop and Cell Phone