SECURITY CONSULTANT
JOB DESCRIPTION

POSITION SUMMARY

This position reports to the Sales Manager and is responsible for identifying customer needs, selling products and services, and designing systems. Conduct day-to-day interactions with customers and coworkers in a manner that exemplifies the Vision, Purpose and Values of Custom Alarm.

ESSENTIAL RESPONSIBILITIES

1) Develop new customers through awareness, personal contacts, news items, new construction, mailings, daily calls, follow-up, and networking through professional organizations. Promote upgrades and additions with existing customers.

2) Design and present product recommendations. Convert prospects to customers through marketing, selling skills, and technical support.

3) Communicate with appropriate personnel in design and lay-out of jobs to assure proper function and application.

4) Complete contracts, order forms, job scopes, diagrams, and specifications. Submit paperwork to sales support staff to initiate installation.

5) Inform Sales Manager of activity and progress by submitting prospect lists, sales goals and commission reports.

6) Maintain professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, and participating in professional societies.

7) Monitor competition through marketing information on products, pricing, and quality of service. Develop marketing strategies with CCi’s Director of Marketing.

8) Resolve customer concerns by investigating problems, assisting with solutions and making recommendations to appropriate personnel.
9) Aid in proper billing, collection and takeover issues as they arise with new or existing customers.

10) Be available to assist in all areas of the sales department as needed.

This description should not be construed to contain every function that may be required to be performed by an associate in this position. Duties and responsibilities may be added, deleted or changed at any time at the discretion of management, formally or informally, either verbally or in writing.

**POSITION EVALUATION FACTORS**

**Education:**
High School Diploma; 2-year Business Degree; or equivalent

**Skills Training:**
Two-years’ successful sales experience or experience in the alarm industry; excellent communication skills including written, verbal and listening skills; strong interpersonal skills and the ability to work with a wide variety of people with different personalities and backgrounds; proficient in the use of personal computers including such Microsoft Office applications, excellent organizational skills; ability to set and attain goals

**Physical Demands:**
Audio, visual, and verbal functions are vital aspects to performing this position. A majority of time is spent standing and walking, with some sitting also required. Climbing stairs is a necessary function of the job. Heights generally range from zero to 15 feet. Movements such as stooping and kneeling are sometimes required. Some lifting is necessary when transporting demo equipment. Weights of objects rarely exceed ten (10) pounds. Driving is required.

**Environmental Demands:**
The work day is spent both indoors and outdoors.

**Other Requirements:**
Regular and reliable attendance is required. A person in this position must have a valid driver’s license, an excellent driving record, and must be insured. Due to the security nature of our business, offers of employment are contingent upon passing a background check and drug test. Evening and weekend appointments are sometimes required.