

Head of Sales and Service

This role is located in Elkhart, IN

Want to be part of a fast-growing, high-tech company that is launching new products nationally and experiencing exceptional growth for themselves and their high performing employees? Enjoy traveling and meeting new people, want the ability to work independently with the opportunity to enhance your career and achieve real results?

Then, Truma has a place for you!

Who We Are:

Truma is a leading international manufacturer of highly developed heating and water heater systems, as well as comfort accessories for travel trailers and motorhomes. Our global success and top market share come from our customer focus, innovation, product quality and outstanding service. Truma is a medium-sized, family-oriented company with over 600 employees globally and a long history going back more than 70 years.

What We Offer:

- Exciting entrepreneurial, family-oriented work environment with flexible work/life balance schedules
- Challenging and progressive career development
- Competitive salaries, travel mileage reimbursements, and excellent health benefits including Medical, Dental, Vision, Short-term Disability, Voluntary Life Insurance, and Basic Life Insurance (company paid)
- Simple IRA with Company Match
- Best practice PTO policies and paid holidays
- Open communication, informal recognition, and team-building events
- And much more to motivated, results-oriented individuals who want to make a real difference in their community and role

What You'll Do:

The Head of Sales & Service will be responsible for leading Truma North America's sales and service organization to ensure strategic objectives are achieved. The ideal candidate will bring a strong understanding of building and maintaining existing customer relationships and develop and execute a strategic plan to achieve sales targets and expand current client base. They will also research, develop, and manage the Customer Care and Service Programs, policies, processes, and team to maintain and grow customer satisfaction, retention levels, and add-on sales for optimum business growth.

Your Accountabilities in the Role:

- Be responsible for accurately budgeting, setting metrics and KPI's, accurate forecasting and exceeding monthly and annual goals.
- Building of effective communications and interaction between sales and marketing and other company teams, including corporate operations.
- Continuous maintenance of the sales funnel, identification of market opportunities and drive their implementation.

- Participation in the development of pricing policy for service and sales.
- Extensive experience at each stage of the sales process and proficiency with the cost elements associated with the preparation of cost proposals, negotiating contract price and terms, as well as mentoring others in developing these skills.
- Manages, and trains a robust team of Mobile and local Service Technicians, Customer Call center, Inside Sales and Sales Account managers, based on cascading objectives and development plans that will enhance customer satisfaction and maintain/grow our customer base.
- Researches, analyzes and evaluates market trends to create, enhance, and/or implement best practice service metrics, processes, and tools for internal staff and dealers to support our customer and partner needs.
- Manages and ensures the service center(s) maintain a professional service level and are clean and in “show-ready” condition to promote a professional and organized image
- Manages the warranty, customer satisfaction survey, and other support programs for customers, with data collection and summations to continually enhance the product offerings in North America.
- Develops and manages the training team including materials, videos, and delivery methods to enhance the brand and education of Truma products throughout OEM’s (Original Equipment Manufacturer), dealers, and end users.
- Strong analytical, problem-solving and project management skills.

Position Requirements:

- A Bachelor’s Degree in Sales, Marketing, Business Administration, HVAC/Technical Management or a related field; or a combination of course work and experience required.
- A minimum of ten (10) years of experience in sales including several years of experience in leading a sales team and/or service team.
- Experience in Office 365, SAP and Salesforce preferred.

Contact us today and learn more about the Truma Family and how we can enhance Your Career!

Submit resume and cover letter along with salary request to:

Email: careers@trumacorp.com

Mail: 2800 Harman Drive
Elkhart, Indiana 46514

Phone: (855) 558-7862 ext. 304

We are an Equal Opportunity Employer