



Job Posting

Aftermarket Product Support Representative

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Last Updated: 07/24/2023

Short Description:

OSW Equipment & Repair, LLC, a subsidiary of Federal Signal Corporation, is the largest truck body and trailer manufacturer in the Pacific Northwest. OSW's main facility is located in the Maltby area in Snohomish County, OSW and has been in business for over 20 years and has branches in Edmonton, Canada and Tempe, Arizona.

As an Aftermarket Product Support Representative on our growing team in Tempe Arizona, you are contributing to the success of the company by initiating, growing, and maintaining the parts sales portion of business for OSW Equipment in the geographic area assigned to you. If you are bright, highly motivated, and a team player we encourage you to apply!

Supervisory Responsibilities:

- None

Duties/Responsibilities:

- Builds, maintains, and manages a customer base.
- Identifies and drives new sales leads based off market area and trends.
- Communicates with customers and leads to identify and understand their product or service needs; identifies and suggests products and services to meet those needs.
- Demonstrates the functions and utility of products or services to customers based on their needs.
- Ensures customer loyalty through ongoing communication and relationship management; resolves any issues that may arise during and after the sales process.
- Collaborate with the OSW accounting department and the customer to resolve billing or payment issues.
- Maintains communication with existing and previous customers, alerting them of new products, services, and enhancements that may be of interest.
- Maintains detailed reports of sales activities including calls, orders, sales, lost business, and any customer or vendor relationship problems.
- Provides periodic territory sales forecasts.
- Plans and completes an efficient sales route for the day which includes any necessary deliveries or pickups.
- Maintains basic records of truck condition, maintenance, and mileage.
- Attends industry related functions and promotes parts sales.
- Performs other related duties as assigned.

Required Skills/Abilities:

- Excellent interpersonal and customer service skills.
- Excellent sales and negotiation skills.
- Excellent organizational skills, time management, and attention to detail.
- Strong analytical and problem-solving skills.
- Ability to function well in a high-paced and at times stressful environment.
- Highly proficient with mobile technology.
- Ability to learn and use technology to source parts.
- Demonstrated ability with the successful growth of a sales territory.
- Ability to build trust and strong relationships with customers and internal partners.
- Strong oral and written communication skills
- Demonstrated ability to be self-motivated, drive sales, and exceed expectations.
- Ability to identify and adjust sales strategy based on market trends for opportunities to attain company growth strategies.



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- Excellent interpersonal communication
- Excellent driving record.
- Ability to always remain professional and courteous.

Education and Experience

- Highschool Diploma
- Bachelor's degree in marketing, Sales, Business, or related field preferred.
- 1 - 3 years of successful outside sales experience
- 1 - 3 years of heavy-duty truck and trailer industry with knowledge of multiple brands of parts.
- Knowledge or experience with Vocational Unit Air & Hydraulic systems preferred.
- Minimum of 18 years of age
- Valid driver's license and clean driving record.

Physical Requirements

- Prolonged periods of sitting in a vehicle.
- May be exposed to various weather conditions.
- Must be able to lift up to 50 pounds regularly.
- Must be able to load and unload packages with and without dollies in various types of weather.
- Must be able to travel.

Additional Job Information:

- Wage Expectations: \$50,000 - \$70,000 per year plus commission
- Pay: This is an exempt, salary position and employees are paid on a bi-weekly basis
- Typical Schedule: Five (5) Eight (8) hour days M-F,
- Location: Will work out of our Arizona facility, located at 1655 W 10th PL Tempe, AZ 85281
- Travel: Often – Local Travel at 90% – 95% of the time.

Benefits:

- Medical, Dental, Vision -OSW 's 75% of the employee only base plans for these plans.
- Company Paid Life Insurance Policy for each full-time employee in the amount of \$30,000
- Voluntary Life Insurance for Employees, their spouse (or domestic partner), and their children
- Flexible Spending Accounts for Health-related expenses as well as Dependent Care related expenses
- 401(k) with partial company match
- 6 Paid Holidays

About Us

OSW Equipment & Repair is the largest truck body and trailer manufacturer in the Pacific Northwest and has been in business for over 20 years. OSW Equipment & Repair manufactures products for the construction, transportation, industrial, and mining industries. OSW Equipment & Repair is a subsidiary of Federal Signal Corporation's Truck Bodies Equipment International group. For more information, visit www.oswequipment.com.

Federal Signal Corporation (NYSE: FSS) provides products and services to protect people and our planet. Founded in 1901, Federal Signal is a leading global designer and manufacturer of products and total solutions that serve municipal, governmental, industrial, and commercial customers. Headquartered in Oak Brook, IL, with manufacturing facilities worldwide, the Company operates in two groups: Environmental Solutions and Safety and Security Systems. For more information on Federal Signal, visit: www.federalsignal.com.



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The Company is an equal opportunity employer. Qualified applicants will not be discriminated against on the basis of, and will receive consideration for employment without regard to, race, color, religion, national origin, sex, sexual orientation, gender identity, age, disability, genetic information, status as a protected veteran, or any other protected category, characteristic, or trait under applicable law. If you require reasonable accommodation in the application process, call Human Resources at 360-217-2426. All other applications must be submitted online.