



TITLE: Customer Service Professional

DEPARTMENT: Sales

LOCATION: Kansas City, KS

REPORTS TO: Director of Sales

Please download and complete an [employment application](https://www.magnumsystems.com/about/careers/). You can also find it on our website <https://www.magnumsystems.com/about/careers/>

ABOUT US

Magnum Systems was formed in 2001, but is built on two quality brands Smoot and Taylor Products, both dating back to the 60s. Smoot was founded in 1960 in Kansas City, KS with a focus on manufacturing pneumatic conveying systems, components, and our prized rotary airlock valves to serve all industries handling dry bulk solids. Taylor Products was founded in 1969 in Parsons, KS initially providing bagging and packaging equipment to the seed industry, and our offerings have expanded in bagging, packaging, and container handling through integrated technology like robotic automation.

Our wide range of systems and customers offer plenty of opportunities to put your skills to the test and learn a few new ones. Our managers know great talent when they see it, and we invest in what makes Magnum Systems a leader in our field – people like you.

JOIN OUR TEAM

If you're looking to find a place where the people are passionate about what they do and work on a team that is looking toward the future, Magnum Systems is the place for you. Roll up your sleeves and work alongside the best in our industry. We offer quality benefits:

- Health, Dental, Disability, and Life Insurance
- Pre-Tax Savings Program
- Paid Time Off
- 401K
- Profit Sharing Program

POSITION DESCRIPTION

The Customer Service Professional is responsible for ensuring Magnum Systems' sales activities achieve strategic objectives for the specific geographic region assigned. This position requires a high demonstration of expertise in clear communication, formal quotation strategy, information gathering, margin management, accurate sales projections, intrinsic drive, negotiation skills, and attention to detail. This position will work closely with drafting & design and regional sales, as well as some interaction with project management from time to time. This position relies on extensive experience and judgement to plan and accomplish regional targets, implement strategic programs, and promote open communication in line with Magnum Systems' strategic initiatives.

DUTIES & RESPONSIBILITIES

- Identify, present, and communicate target markets and opportunities. Work with marketing, regional sales, and independent agents to provide a full service experience.
- Keep Salesforce up to date with contacts, communication, opportunities, reasons for lost sales, and forecasting.
- Put in place a plan to best achieve targets.

THE PEOPLE, PARTS, AND SYSTEMS THAT KEEP THE LINE MOVING.

- Identify missing product or services from current offering, possible acquisition targets or strategic partnerships, and competitive intelligence for region.
- Maintain professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; working with internal resources.
- Assist marketing with technical and job specific information.
- Ask questions to upsell customers to full systems or more components.

KNOWLEDGE, SKILLS AND ABILITIES

- Critical thinking skills. Able to proactively identify needs, predict obstacles, assess solutions and communicate importance of accountability.
- Interpersonal skills. Must work closely with other departments, employees, customers, executive team, and vendors. Listening and providing an environment for open communication from all levels is critical.
- Detail Oriented. Understands that everything that leaves our facility is a representation of the employees, company, and reputation (drawings, written and verbal communication, etc.). Must have concept of “the big picture” when it comes to internal changes of policy or procedure.
- Product knowledge or aptitude for industrial technical systems and products
- Excellent presentation, listening, and investigating skills
- Continuous education driven. Looking to improve every day and leading by example.

EDUCATION AND EXPERIENCE

Required:

- High school diploma or GED equivalent
- Minimum 5 years of related industry and/or customer service

Preferred:

- Associate’s Degree in Business

OTHER DUTIES

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required

SUPERVISORY RESPONSIBILITY

This position has no supervisory responsibilities.

POSITION TYPE/EXPECTED WORK HOURS

This is a full-time position. Typical days and hours of work are Monday through Friday, 8:00 a.m. to 5:00 p.m.

TRAVEL

Minimal travel may be expected.

WORK AUTHORIZATION

Applicants must be legally authorized to work in the United States. Verification of employment eligibility will be required at the time of hire. Visa sponsorship is not available for this position.

Magnum Systems’ policy is to provide equal opportunity to all people without regard to race, color, religion, national origin, ancestry, marital status, veteran status, age, disability, pregnancy, genetic information, citizenship status, sex, sexual orientation, gender identity or any other legally protected category.

Magnum Systems is proud to be a drug-free workplace.