Company Name: Tri-County Water Services Inc.

Job Title: Sales Representative

Office Location: Parkesburg PA

Why should you apply to our company?

Ready to make a real impact and build your career? Join Tri-County Water Services as a Sales Representative!

- Help deliver clean water solutions that truly matter to homes and businesses.
- Earn a competitive $60k–$70k salary, plus 100% employer-paid health, dental, and disability insurance.
- Enjoy a company vehicle (take-home!), cell phone, uniforms, and paid training from day one.
- Thrive in a culture that celebrates gratitude, humility, excellence, teachability, and determination.
- Grow your skills with hands-on experience, modern tools, and supportive leadership.

Excited to join a purpose-driven team? Apply now and start making a difference!

About Tri-County Water:

At **Tri-County Water**, we exist for one purpose: **cleaning the world's water**. Our mission is simple yet powerful: **Providing water and wastewater treatment solutions that impact the environment in a healthy and responsible manner.**

We believe every drop matters and so does every person on our team. Our work is more than a job. It's a calling to make a positive difference in the world by ensuring clean, safe water for homeowners and businesses.

About the Role

We are seeking a motivated and results-driven Sales Representative to join our team at Tri-County Water Services Inc. This is a full-time, office-based position located at our main office in Parkesburg, PA, with regular travel to homes and businesses throughout a 3hr radius.

In this role, you will be the face of our company, providing expert solutions and building strong relationships with customers. You will work closely with internal leads and be responsible for generating new business opportunities. Your primary focus will be promoting and selling our comprehensive range of septic and wastewater services, including:

- **Septic system repairs and maintenance**
- **Operational and maintenance agreements for advanced wastewater treatment**
- **Septic tank repairs**
- **Public sewer connections**
- **Water line repairs and replacements**
- **Camera inspection services**
- **Lateral jetting services**
- **Building sewer replumbs (underground, under concrete, and in basements)**
- **Promoting and selling our Proactive Control Panel for new and existing customers**

This position requires a proactive approach to relationship building, lead generation, and customer retention. You will manage internal leads, seek out new opportunities, and maintain long-term partnerships to ensure customer satisfaction and company growth.

Our Culture & Core Values

At Tri-County Water, culture comes first. We hire, coach, and develop individuals who naturally share our core values. Skills can be taught, but character and values are what make our team exceptional. Every day, we strive to live out these principles:

Grateful

Definition: The quality of being thankful. A readiness to be appreciative and to return kindness to others.
Example: You finish a big project with help from a coworker. Instead of moving on quickly, you take time to thank them personally and acknowledge their contribution during a team meeting.
Why it matters: Gratitude builds trust and strengthens relationships. When we appreciate each other, we create a positive environment where everyone feels valued.

Humble

Definition: The quality of putting others first. Caring about yourself so you can serve others with a humble attitude.
Example: You notice a mistake in your work that affects the team's schedule. You own up to it immediately and work with others to fix it, rather than blaming circumstances or someone else.
Why it matters: Humility fosters collaboration. When we put others first and admit when we're wrong, we create a culture of respect and accountability.

Excellent

Definition: The quality of being outstanding. An unrelenting commitment to never settling for mediocrity.
Example: A customer calls with a question about their septic system. Instead of giving a quick answer, you take time to listen, identify potential improvements, and provide proactive recommendations that will save them money and improve performance.
Why it matters: Excellence means anticipating needs, not just reacting. When we go the extra mile, we build trust and deliver value that sets Tri-County Water apart from competitors.

Teachable

Definition: The quality of wanting to learn. A willingness to be taught and moldable in all situations.
Example: A new process is introduced that you're unfamiliar with. Rather than resisting change, you ask questions, seek feedback, and learn from those who have experience.
Why it matters: Being teachable keeps us adaptable. When we're open to learning, we grow as individuals and as a team, ready to tackle new challenges.

Determined

Definition: The quality of perseverance. An unfailing commitment to finding solutions to everyday problems.
Example: A customer's effluent pump fails unexpectedly late in the day. Instead of giving up or passing the problem along, you stay focused, work with the team, and find a solution even if it takes more time than you wanted.
Why it matters: Determination ensures reliability. When we persevere through obstacles, we show customers and teammates that they can count on us.

Core Processes

1: Lead Management & Initial Contact

Purpose: Ensure every lead is acknowledged promptly and professionally.

Steps:

1. **Acknowledge Immediately**
    - Respond to all incoming leads (phone, email, text, web) within 15 minutes.
    - Capture all calls and avoid voicemail whenever possible
    - Text missed calls using phone app and let them know you're on a call
    - Use a tone that reflects Gratitude:
      "Thank you for reaching out to Tri-County Water. We appreciate the opportunity to serve you."
2. **Qualify the Lead**
    - Determine lead type and urgency using the *"Handling Incoming Calls SOP"*.
    - Show Humility by listening carefully and prioritizing the customer's needs over pushing a sale.

3. **Document Thoroughly**
    - Enter all details into HouseCall Pro with accuracy and clarity.
    - Demonstrate Excellence by ensuring no details are missing**.**

2: Scheduling & Customer Preparation

Purpose: Set clear expectations and build trust before the sales visit.

Steps:

1. **Schedule Promptly**
    - Book the customer for a 1.5-hour slot and confirm with the client.
    - Express Gratitude for their time and trust.
2. **Educate the Customer**
    - Explain the sales process upfront so they feel informed and respected.
    - Show Teachability by adapting explanations based on customer questions.
3. **Confirm Details**
    - Double-check address, contact info, and any special instructions.
    - Reflect Determination by ensuring no scheduling errors occur**.**

3: Onsite Estimate & Relationship Building

Purpose: Deliver a professional, value-driven estimate experience.

Steps:

1. **Communicate Clearly**
    - Use HouseCall Pro features (On My Way, Start, Stop) to keep the client informed.
    - Show Excellence by being punctual and prepared.
2. **Present Solutions, Not Just Prices**
    - Walk through the estimate, explain benefits, and answer questions patiently.
    - Demonstrate Humility by listening first and tailoring recommendations.
3. **Ask for the Sale**
    - Use a collaborative tone:
      "Here's what we recommend based on your needs. Does this feel right for you?"
    - Reflect Determination by confidently guiding the decision process.

4: Documentation & Internal Communication

Purpose: Ensure accurate records for smooth project execution.

Steps:

1. **Attach Photos & Notes**
    - Minimum 5 photos of scope, parts list, and special instructions.
    - Upload handwritten notes if needed.
    - Show Excellence by being thorough and organized.
2. **Flag Requirements**
    - Note tools, tech count, and estimated days for completion.
    - Reflect Teachable by asking for clarification when unsure.
3. **Communicate with Team**
    - Notify Account Manager promptly when estimates are approved or declined.
    - Express Gratitude for team collaboration.

5: Follow-Up & Customer Retention

Purpose: Maintain relationships and drive long-term loyalty.

Steps:

1. **Timely Follow-Up**
    - For pending estimates, email details and set reminders in HouseCall Pro.
    - Show Determination by never letting a lead go cold.
2. **Express Appreciation**
    - Thank customers for their time even if they decline.
    - Reflect Gratitude in every interaction.
3. **Seek Feedback**
    - Ask what influenced their decision to improve future estimates.
    - Demonstrate Teachable attitude by applying feedback.

6: Proactive Relationship Building & Lead Generation

Purpose: Expand Tri-County Water's customer base by actively seeking new relationships and generating qualified leads.

Steps:

1. **Identify Target Markets**
    - Research local homeowners, businesses, and property managers who may need septic or wastewater services.
    - Use online directories, social media, and community boards.
    - Show Determination by consistently dedicating time each week to prospecting.
2. **Leverage Existing Networks**
    - Connect with satisfied customers for referrals.
    - Express Gratitude by thanking them for their trust and offering referral incentives.
3. **Engage in Community Presence**
    - Attend local events, home shows, and networking groups.
    - Demonstrate Humility by focusing on educating and helping, not just selling.
4. **Digital Outreach**
    - Use social media platforms and local forums to share helpful tips and company updates.
    - Respond promptly to comments and inquiries with Excellence and professionalism.
5. **Cold Outreach & Warm Calls**
    - Make introductory calls or send personalized emails to potential customers.
    - Reflect Teachable by adapting your approach based on feedback and results.
6. **Track & Measure**
    - Log all outreach activities in the CRM.
    - Set weekly goals for new contacts and follow-ups.
    - Review progress regularly and adjust strategies to improve outcomes.

7. On-Call Coverage 1 Week Per Month

Objective: Be reliable and responsive.

- **Grateful:** Recognize the trust customers place in us during emergencies.
- **Humble:** Serve with patience and empathy, even during inconvenient times.
- **Excellent:** Respond promptly and resolve issues effectively.
- **Teachable:** Adapt to unique situations and learn from each experience.
- **Determined:** Stay committed to providing solutions no matter what the challenge.

Skill Requirements

Valid Driver's License
Required for regular travel to customer locations throughout the region.

Customer Engagement Skills

- Enjoy interacting with customers and prospects across multiple channels: phone, text, email, social media, and in-person visits.
- Must feel energized (not drained) by building relationships and solving customer problems.
- Reflect Gratitude and Humility in every interaction by listening first and appreciating the customer's trust.

Technical Proficiency

- Strong typing skills and ability to compose clear, professional messages.
- Proficient in Microsoft 365 applications, including Outlook, Excel, Word, and SharePoint.
- Comfortable learning and using an online CRM tool for managing leads and follow-ups.
- Efficient daily use of a smartphone for scheduling, communication, and documentation.

Adaptability & Learning Mindset

- Demonstrate a Teachable attitude by embracing new tools, processes, and feedback.
- Ability to quickly learn and apply new technologies and workflows.

Commitment to Excellence

- Detail-oriented with strong organizational skills for managing multiple leads and follow-ups.
- Proactive in anticipating customer needs and delivering solutions that exceed expectations.

Determination & Resilience

- Ability to persevere through challenges, maintain focus under pressure, and find solutions to problems without giving up.

Pay and Benefits

- Hands on training
- Classroom training
- Uniforms
- Hours Per Week: 40-50hrs
- Starting Salary $60,000 to $70,000 (based on experience)
- 401k (match up to 3%)
- PTO (Paid Time Off)
- Holiday pay (7 days paid per year)
- Cell phone
- Sales vehicle provided (take home option included)
- Health Insurance (100% paid by employer)
- Dental Insurance (100% paid by employer)
- Short Term Disability Insurance (100% paid by employer)
- Optional: Identity theft and legal services protection (discounted price paid by employee)

Our Hiring Process

- **Step 1: Apply Online**
  Click this link (Apply on our website) to visit the employment page on our website. Apply with or without a resume. Please note that a resume is helpful to move through the process faster.

- **Step 2: Initial Review**
  We'll review your application for alignment with our core values and skill requirements.

- **Step 3: Friendly Hello Call**
  A quick call to introduce ourselves and schedule your phone interview with the owner.

- **Step 4: Phone Interview with Owner**
  Discuss your experience and how you connect with our core values.

- **Step 5: Phone Interview with Service Manager**
  Talk about your technical skills and background.

- **Step 6: In-Person Interview**
  Meet with the Service Manager to dive deeper into the role.

- **Step 7: Online Evaluation**

  At this stage, the interviewer may recommend one or more online assessments to help us better understand your skills and working style. These could include:

  - Aptitude or personality assessments to provide insight into your strengths and communication preferences.
  - Technology skills checks to confirm comfort with commonly used tools.
  - Other role-relevant evaluations as needed to ensure a strong fit for the position.

- **Step 8: Final Interview**
  Meet with both the Owner and Service Manager for a final conversation.

- **Step 9: Offer Letter**
  If everything goes well, you'll receive a formal offer with compensation and benefits.