

Service Department Deficiency / Sales Estimator

Location: St. Louis, MO

Reports to: Director of Sprinkler Service Sale & Estimating

Overview

The Service Department Deficiency / Sales Estimator is responsible for identifying fire protection deficiencies, developing repair solutions, preparing estimates, and converting opportunities into completed work. This role works closely with customers, inspectors, service technicians, and internal departments to ensure fire protection systems remain compliant, reliable, and properly maintained.

The ideal candidate has a strong understanding of fire sprinkler systems, NFPA 25 requirements, and service operations, or demonstrates the ability to quickly develop that expertise. Success in this role requires strong communication skills, technical aptitude, customer relationship management, and a commitment to supporting service revenue growth and customer satisfaction.

Key Responsibilities

Estimating & Sales Support

- Review inspection reports and field documentation to identify fire protection deficiencies.
- Generate and deliver repair quotes for inspection deficiencies, service calls, code violations, and special projects in a timely manner.
- Consult with customers to understand needs and recommend appropriate fire protection solutions.
- Follow up with customers on open and unapproved repair estimates.
- Meet or exceed assigned sales goals on a consistent basis.

Service Coordination & Project Support

- Work closely with the Service Coordinator to order materials and schedule approved service work.
- Maintain open communication and strong working relationships with service technicians, inspectors, and the contracting department.
- Triage incoming customer requests to determine urgency and priority.
- Answer and assist with service-related phone calls.
- Perform site walks as needed to ensure accurate quoting.
- Prepare drawings as required for service technicians and permitting.

Customer & Vendor Relations

- Provide exceptional customer service throughout the estimating and repair process.



- Maintain vendor relationships to ensure competitive pricing on materials and devices.
- Create and maintain accurate customer files and documentation.

Team & Administrative Support

- Attend Service Department meetings.
- Work collaboratively within the service team with a cooperative, team-first mindset.
- Maintain punctual, regular, and reliable attendance.
- Perform other duties as assigned by management.

Qualifications

- Bachelor's degree preferred; equivalent combinations of education, experience, and demonstrated aptitude will be considered.
- Three or more years of experience in fire protection, construction, mechanical systems, service sales, estimating, or a related industry preferred.
- Working knowledge of fire sprinkler systems and NFPA 25 inspection, testing, and maintenance requirements strongly preferred.
- Ability to develop and maintain a working knowledge of applicable codes and standards, including NFPA 13, NFPA 25, IBC, and IFC.
- Ability to interpret inspection reports, construction drawings, specifications, and field documentation to identify deficiencies and recommend corrective actions.
- Strong estimating and analytical skills with the ability to evaluate labor, materials, and equipment costs.
- NICET certification preferred or willingness to pursue industry training and professional development.
- Strong communication, customer service, and relationship-building skills.
- Proficiency in Microsoft Word, Excel, Outlook, PowerPoint, and related business software.
- Excellent organizational, prioritization, problem-solving, and time-management skills with the ability to manage multiple priorities.
- Ability to work independently while collaborating effectively with customers, technicians, inspectors, vendors, and internal teams.
- Valid state-issued driver's license with an acceptable driving record.
- Adherence to company Code of Conduct, Confidentiality Agreement, and Safety Policies.

Physical Requirements

- Prolonged periods of sitting at a desk and working on a computer.
- Ability to walk job sites with varying conditions, including climbing ladders and stairs.



Boyer Culture & Expectations

At Boyer Fire Protection, our success is built on strong family values, accountability, teamwork, and a commitment to protecting life and property. We are looking for individuals who take ownership of their work, communicate professionally, and are committed to delivering quality results for our customers.

Successful team members demonstrate initiative, accountability, and a willingness to learn. They collaborate effectively with teammates, partners, and customers, arrive prepared, adapt to changing priorities, and consistently follow through on commitments.

At Boyer, we believe every role provides value. We invest in the growth of our people through coaching, mentoring, and continuous development while fostering a positive environment that celebrates success and supports one another.

We hold ourselves and each other accountable to the standards and behaviors that define the Boyer culture.



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