
Technical Sales Professional Job Description

Title

Technical Sales Professional

Reports To

Technical Sales Manager, Specialty Chemical Resources

Job Summary

The Technical Sales Professional, under the direction of the Director of Sales, will primarily be responsible to always maintain professionalism, tact, diplomacy, and sensitivity to portray the company in a positive manner. This position will maintain a high level of product and service knowledge. This role will also generate customer sales through cold calling and networking. The Technical Sales Professional must high level of integrity and work ethic and demonstrated time management skills.

Competencies

- Adaptability - Adapts and responds to changing conditions, priorities, technologies, and requirements.
- Client/Customer Focus - Provides superior service to both internal and external customers.
- Communication - Expresses and transmits information with consistency and clarity.
- Judgement - Ability to use sound reasoning when faced with various issues. Has the ability to make quick, effective decisions.
- Negotiation - Gains support of ideas, proposals, and solutions from others; reaches deals and compromises on what will work best for the organization; considers other opinions while holding strong to firm directions and goals.
- Problem Solving - Able to break down a situation into smaller pieces to identify key issues and figure out cause and effect relationships in order to solve. Use logic and analytical methods to come to realistic solution.
- Results Orientation - Able to focus on desired outcomes, and the means by which they are achieved by meeting and or exceeding standards based on past performance, goals, and objectives, as well as the performance and/or achievements of others.
- Teamwork - Works cooperatively and effectively with others to reach a common goal. Participates actively in group activities fostering a team environment.
- Time Management - Balances a myriad of tasks; prioritizes duties as needed.

Job Duties

- Always maintain professionalism, tact, diplomacy, and sensitivity to portray the company in a positive manner
- New business development; generate customer sales through cold calling and networking
- Account management; promote sales to existing clients
- Maintain a high level of product and service knowledge
- Engage in problem solving by performing system analysis, interpreting data and providing written recommendations to ensure customer operations are performing at optimal level
- Develop reports and proposals as part of sales presentation to illustrate benefits from use of good or service Identify and solicit potential clientele
- Overcome objections of prospective customers
- Adapt communication style in order to deliver information effectively to a range of individuals
- Take orders from clients and prepare products for purchase
- Build and maintain ongoing awareness of new products and services, competitor activities, and other research
- Develop and build relationships with new accounts and develop additional contacts within existing accounts
- Handle customer complaints as they arise, escalating to the appropriate individual as deemed necessary
- Assist with collection of samples and conduct laboratory analysis as needed
- Keep up-to-date records on sales calls, customer contacts, and details of meetings in a timely manner in the format required relay customer quality improvement suggestions for company products and services
- Utilize CRM system for cross company collaboration in addition to providing sales forecasts and weekly or monthly status reports via CRM system

Job Requirements

- High level of integrity and work ethic
- Demonstrated time management skills
- Three years of related sales experience
- Strong knowledge of sales principles, methods, practices, and techniques
- Proven sales ability with capability to meet and surpass targets and goals
- Ability to quickly pick up new product and service knowledge, and communicate that knowledge effectively to customers
- Ability to effectively communicate both verbally and in writing
- Ability to prioritize and manage conflicting demands exceptional objection-handling skills
- Ability to travel within assigned sales territory
- Must have a valid Driver's License and acceptable Motor Vehicle Record

Work Conditions

- Flexible hours, including nights, weekends, and holidays
- Attendance and participation in training
- Attendance and conducting of presentations
- Occasional international travel (Canada)
- Frequent travel with up to 25% overnight travel required to support sales territory
- May be required to Lift/Push/Pull/Carry up to 55 pounds chest high
- Operation of desktop computer and peripherals

Acknowledgement and Agreement

The above description reflects the general details considered necessary to describe the principal functions and duties as required for proper evaluation of the job and will not be construed as a detailed description of all the work requirements that may be inherent in the job. Employees may perform other related duties and tasks as required to meet the needs of the operation.

I acknowledge that I have received and reviewed this job description.

Name: _____

Date: _____

Signature: _____