



JOB DESCRIPTION

Job Title: Commercial Sales Representative
Department: Sales
Reports To: Business Development Manager
Prepared: February 2014
FLSA Status: Exempt

Summary:

To actively promote and sell TCC Materials lines of products focusing on Floor Preparation, Tile Setting Materials and Concrete Repair in a specified market area. Develop and maintain a profitable customer base, promote specifications, service existing customers by providing daily market support and ensure customer satisfaction in assigned markets for TCC Materials products and services. Position responsibilities include assigned sales analysis and administration duties. Primary emphasis is placed upon providing customer support services, developing and growing base business, customer satisfaction, and developing new market opportunities in order to achieve the sales and contribution objectives of TCC Materials.

Essential Duties and Responsibilities: *The basic responsibilities of the Commercial Sales Representative includes, but not limited to the following.*

- ▶ Assist the Business Development Manager in the development and execution of annual and strategic sales and marketing plans.
- ▶ Prepare recommendations for the development of niche market opportunities and new products. Assist with the development and implementation of all new products and services by supporting Technical team as requested.
- ▶ Aggressively pursue new business applications for Package Products in existing and/or new markets.
- ▶ Work to develop new product offerings and applications for our Product lines.
- ▶ Evaluate new markets and identify growth potential for Package Products.
- ▶ Evaluate ideas for new products, product improvements and services to meet customers long term needs.
- ▶ Develop new accounts through core and emerging markets. Focus on the growth and development of Tile product lines and accessories. Explore ways to utilize existing and future Tile products through our Spec Mix silo delivery system.
- ▶ Conduct customer product knowledge clinics; train distributor and store personnel and participate in trade shows as requested; provide job site technical support and contractor product application training. Provide technical assistance to company sales personnel as required. Provide assistance in evaluating project problems and troubleshooting.
- ▶ Train and coach TCC Materials sales personnel on existing tile and concrete repair products. Act as subject-matter expert for existing tile products, develop local TCC staff to offer technical sales support on products to local customer base.
- ▶ Routinely call on prospective and established customers. Secure and renew orders, coordinate delivery dates and related selling details, solve customer problems and complaints in a timely manner and determine a customer satisfaction level with TCC sales and distribution procedures.
- ▶ Work closely with plant personnel to facilitate a timely and accurate order-fulfillment process.
- ▶ Develop new accounts through core and emerging markets. Focus on the growth and development of commercial product lines and accessories. Explore ways to utilize existing and future commercial products through our Spec Mix silo delivery system.
- ▶ Sell company products, ideas and programs to industry shareholders, including: distributors, hardware stores, home centers, lumber yards, mass merchandisers/Big Box stores, building supply wholesalers and retailers, and contractors that are interested in carrying/utilizing the TCC product lines.

- ▶ Service existing accounts by providing market support in the form of daily sales calls, as well as maintenance, and installation of point-of-purchase materials. Provide assistance to contractors or distributors in promoting, selling and merchandising TCC Materials products in local markets.
- ▶ Conduct customer product knowledge clinics; train distributor and contractor personnel and participate in trade shows as requested; provide job site technical support and contractor product application training. Provide technical assistance to company sales personnel as required. Provide assistance in evaluating project problems and troubleshooting.
- ▶ Promote TCC and its products by working with Consulting Engineers, DOT, Architects, and other specifying agencies in order to support the markets and applications targeted in the planning process.
- ▶ Keep accurate and timely records; prepare and update required account contact documentation.
- ▶ Attend and participate in industry trade associations to develop and strengthen relationships important to the sale of TCC Materials product lines. Working understanding of industry codes related to company products – ASTM/ANSI. Keep current on industry issues and developments that may impact our products.
- ▶ Maintain effective working relationships with company employees, suppliers and customers; promote and maintain the professional image and reputation of the company; ensure timely problem resolution and customer satisfaction.
- ▶ Inside Sales duties as assigned, to include: Perform sales analysis and tracking in MAS 500, assist customers in finding products used on past jobs, online project tracking, analysis of production reporting and inventory levels, etc.
- ▶ Perform all other duties as assigned by TCC Materials Management.

Qualifications: *To perform this position successfully, an individual must be able to perform each essential job duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Education Requirements:

- ▶ College Degree and 5-7 years relevant experience preferred.

Experience/Skills:

- ▶ Strong communication and interpersonal skills.
- ▶ Self motivated with demonstrated ability to work successfully without close supervision.
- ▶ Must be able to multi-task in an accurate and timely manner.
- ▶ Possess ability to effectively conceptualize, plan and organize.
- ▶ Evidence of leadership and professionalism.
- ▶ Working knowledge of PC Window's environment.
- ▶ Knowledge and experience in the construction material industry.

Language Skills:

- ▶ Read, write and speak English.

Physical Demands *The physical demands described here are representative of those that must be met by and employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Extensive amount of phone calls each day.
- Occasional overnight travel is required.
- Customer contact may result in stressful situations.
- Occasional early morning start times as well as late night ending times.
- Extensive time spent driving.

Work Environment: *The work environment characteristics described here are representative of those an employee encounters while performing the essential job functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Work indoors and outdoors.
- Required to visit job sites to assist customers or in manufacturing plants to coordinate deliveries with plant personnel.

At-Will Employment Status: I understand this job description is not intended in any way to create, and does not create a durational term of employment or an employment contract, express or implied, between me and TCC Materials. Nor does it limit or restrict TCC Materials with respect to the creation or termination of relationships with its employees. As an employee-at-will, I understand my employment with TCC Materials may be terminated at any time, with or without cause, and without notice, by me or TCC Materials.

ACKNOWLEDGEMENT

I acknowledge that I have received the position description and have reviewed the description set forth above. I further acknowledge that I understand the description of this position and the essential functions that are stated above. I also understand that all of the duties of the position are not listed above and that I will perform these duties and other duties as directed by my supervisor and management.

Signature: _____

Print Name: _____

Dated: _____