

JOB DESCRIPTION

Technical Sales Representative

**OVERVIEW:**

Job Title: Technical Sales Representative

Department: Sales

Reports To: Assistant Sales Manager

FLSA Status: Non-exempt

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

* Evaluate customer’s needs; recommend products and troubleshoot technical issues for turbochargers, intercoolers, fuel system and engine management applications.
* Answer incoming phone calls promptly from customers relating to orders, shipping errors and returns.
* Monitor customer’s accounts and make out bound phone calls to generate sales.
* Attend and participate in sales meetings, conferences, trade shows and racing events inside and outside of regular business hours as required.
* Meet company deadlines and sales expectations.
* Communicate effectively with customers, co-workers and vendors. Being responsive to customer’s needs and company expectations.
* Seek out new customers based upon one’s own research, provided leads, attending racing events and trade shows.
* Send emails to customers in customer lists to promote sales.
* Required to travel up to 50% of the time.

**SERVICE AND WARRANTY RESPONSIBILITIES:**

* Knowledge of products offered and warranty programs for all product sold.

**COMPETENCIES:**

To perform the job successfully, an individual should demonstrate the following competencies:

**Analytical** - Uses intuition and experience to complement data.

**Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

**Technical Skills** - Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

**Customer Service** - Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

**Interpersonal Skills** - Focuses on solving conflict, not blaming; Keeps emotions under control; Remains open to others' ideas and tries new things.

**Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions.

**Written Communication** - Writes clearly and informatively; Presents numerical data effectively; Able to read and interpret written information.

**Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Supports everyone's efforts to succeed.

**Quality Management** - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

**Cost Consciousness** - Develops and implements cost saving measures; Conserves organizational resources.

**Diversity** - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences.

**Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

**Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values.

**Judgement** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions.

**Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently.

**Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

**Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

**Quantity** - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

**Safety and Security** - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

**Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation.

**Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent.

**Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals.; Completes tasks on time or notifies appropriate person with an alternate plan.

**Initiative** - Asks for and offers help when needed. Displays original thinking and creativity; Generates suggestions for improving work; Develops innovative approaches and ideas.

**QUALIFICATIONS:**

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

**Education and/or Experience**- Associates degree (A. A.) or equivalent from two-year college or technical school; or six months to one-year related experience and/or training; or equivalent combination of education and experience.

**Language Skills** - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively with customers or employees of organization.

**Mathematical Skills** - Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**Reasoning Ability** - Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Computer Skills** - To perform this job successfully, an individual should have basic knowledge of the internet, Microsoft Word, Excel and PC literate.

**Physical Demands** - The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this Job, the employee is regularly required to stand; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to walk; reach with hands and arms and stoop, kneel, crouch, or crawl. The employee may be required to lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

**Work Environment** - The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this Job, the employee is regularly exposed to moving mechanical parts. The employee is frequently exposed to fumes or airborne particles. The employee is occasionally exposed to toxic or caustic chemicals. The employee will be required to use tools and equipment which will regularly expose them to vibration. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment can be loud.