

PSCL Job Description

Job title	<i>Sales Rep/Customer Manager – Cement Quality</i>
Reports to	<i>Vice President – Cement Quality</i>

1. Job purpose

The Sales Representative, Cement Quality (CQ) contributes to the success of the company by providing leadership in developing long lasting relationships with potential customers, effectively managing existing customer relationships and fostering new business opportunities for the Cement Quality portfolio. The Customer Manager shall take a proactive approach to sales and be responsible for achieving the sales budget for the fiscal year.

2. Duties and responsibilities

Business Development

- Develop a sales strategy for various geographical areas
- Develop a sales plan, short term, mid-term & long term for the respective geographical locations
- Initiate, complete and follow up on sales opportunities
- Complete all leads and opportunities in the CRM tool
- Prepare and present sales presentations and software demos both in person and remotely
- Develop sales brochure and other sales literature
- Prepare budgetary & firm proposals in a timely manner to meet customer budget timelines and requirements
- Follow up with potential customers to educate them regarding product benefits to help them in the decision making process
- Attend trade shows and other sales opportunities
- Prepare and send out Extended Support Quotes to respective customers in a timely manner

Project Management

- Develop and maintain a process flow diagram showing the project management process and enhancements
- Responsible for gathering customer feedback and market research and collating this information into formal requests for product enhancement to the VP
- Responsible for the successful planning & completion of customer projects
- Act as the primary communication conduit through the entire project
- Create and update Invoice plans for projects and send out invoices in a timely manner
- Formalize change requests and provide quotes
- Manage the time spent on the project by coordinating with the respective managers
- Actively work with customers & CQ Management Team in defining user requirements
- Create and manage license keys for CQ software
- Complete projects based on project plan timelines & within budget and hand off to support
- Escalate customer complains & concerns to the VP

Qualifications

Education

- University or college degree in Engineering, Computer Science or Business Management or similar technology

Professional Designation

- Project Management Professional Designation is an asset
- Professional Engineering Designation is an asset
- Microsoft Certification is an asset

Knowledge, Skills & Abilities

- Knowledge of the Cement industry and relevant ASTM testing standards (preferred)
- Strong written and verbal skills (English)
- Basic accounting skills

Proficiency in the use of computer programs for:

- Word Processing, Project Management, Spreadsheets
- Database, Email, Internet

Experience

- 3-5 years working with the Cement (or similar) industry
- 3-5 years of sales experience and developing & maintaining customer relationships

Working conditions

- Work in an office environment
- Occasionally work in a cement plant/terminal
- Usually work a standard 40 hour work week
- May be required to work overtime hours
- Must be able to travel

Physical requirements

- May be required to stand for extended period of time during trade shows or sales presentations

Direct reports

None

Approved by:	<i>Chief Operating Officer</i>
Date approved:	<i>2020-09-30</i>
Reviewed:	