

## JOB DESCRIPTION

**OUTSIDE SALES REPRESENTATIVE**

---

Position Summary

All members of the Kenroc team will demonstrate respect and ethical conduct, will work safely, will provide excellent customer service, and will work with the team to support superior performance in the achievement of both individual and company goals.

The Outside Sales Representative is responsible for numerous customer service-related duties that include calling on customers in an assigned territory, building relationships with new and established customers, demonstrating products and/or services for customers, providing quotes and referring orders to inside sales team. The Outside Sales Representative is responsible for ensuring that sales and margin quotas are consistently met.

To be successful in this role, the Outside Sales Representative will stay on top of market conditions and contractor and competitor trends and foster strong working relationships with other members of the Kenroc sales and service teams to ensure Customer needs are consistently met.

Key Responsibilities

- Adhere to all company procedures, values and policies so that you provide an accurate representation of the company to all potential and current customers.
- Works to maximize sales, grow assigned customer accounts and assist in developing new business opportunities to work toward established sales and margin goals.
- Travel within designated territory to meet customers and prospective customers face to face.
- Establishes and maintains positive customer relations by using a solutions-based customer service approach in providing product information and pricing solutions.
- Develops clear and effective written proposals/quotations for current and prospective customers.
- Proactively communicates with and supports internal departments to ensure accurate coordination of customer service/deliveries.
- Ensures customer satisfaction through ongoing communication and relationship management; works with internal team members to resolve any issues that may arise post-sale.
- Shares knowledge and offers training/support for new and existing sales staff.
- Maintains detailed reports of sales activities including calls, orders, sales, lost business, and any customer or vendor relationship problems.
- Maintain a comprehensive knowledge of our products and services, and how they can benefit our customers.
- Maintaining an awareness of market conditions as well as competitors' products and price positioning. Collect and report on market pricing.
- Organizes, promotes, and attends internal or external informational, promotional and marketing events such as trade shows, customer luncheons and dealer show.
- Maintains a job tracking system, creates job quotes and/or applies for job specifications.
- Provides and analyzes monthly reports detailing sales and customer contact frequency.
- Coordinate with the accounts receivable department to ensure that all invoices are paid in full in a timely manner by your customers.

As a member of the Kenroc Team, employees may be requested to contribute to duties outside of the role's main scope of responsibilities as per required qualifications, licensing, and safety certifications. This will include providing backup for other functions within the Sales Team, based on experience and skill level.

#### Skills & Qualifications

- GED (Grade 12), Post-Secondary Education in Business Administration seen as an asset.
- Minimum 3 years of sales experience, preferably in the building materials industry.
- Professional Sales Skill Training seen as an asset.

#### Competencies

The Outside Sales Representative will be a team-focused, organized, self-starter with an orientation towards service, detail, problem-solving, and deadlines.

In addition, the Outside Sales Representative will:

- Demonstrate excellent interpersonal and customer service skills.
- Have excellent sales and negotiation skills.
- Have excellent organizational skills and attention to detail.
- Possess strong analytical and problem-solving skills.
- Be proficient with Microsoft Office Suite Products

#### Pre-employment Conditions

- Consent to and pass a pre-employment drug test (Policy C-14 Substance and Alcohol Abuse Prevention).
- Consent to and pass a satisfactory (soft) Credit Record Check.
- Execution of a Non-Disclosure, Non-Use, and Non-Solicit Agreement.
- Must hold a valid driver's license and be legally able to operate a class 5 vehicle in Canada.