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Date: 05/03/2010  
Job Title: Outside Sales  
Department: Sales  
Location: Rockford- Branch 15  
Reports Directly to: Branch Manager  
FLSA Status: Exempt

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Direct Reports: None  
Indirect Reports: None

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**Principal Accountabilities:**

1. Contact regular and prospective customers to demonstrate products, explain product features, and solicit orders
2. Recommend products to customers, based on customer's needs and interests
3. Answers customers' questions about products, prices, availability, and product uses
4. Estimate or quote prices, credit or contract terms, warranties, and delivery dates
5. Prepare estimates and bids that meet specific customer needs
6. Follow-up on estimates and bids submitted to customers
7. Provide customers with product brochures or catalogs
8. Consult with clients after sales or contract signings to resolve problems and to provide ongoing support
9. Arrange and direct delivery of products
10. Identify prospective customers or develop territories by using business directories, following leads from existing clients, participating in organizations, attending trade shows and conferences.
11. Monitor market conditions, product innovations, and competitors' products, pricing and sales.
12. Assist with collection of monies owed from the customers
13. Provide Branch Manager with reports or additional tasks as requested
14. Attend industry trade shows and product training

**Position Specifications/Scope**

**Minimum Education/Experience Required:**

High School Diploma required, or its equivalent  
Minimum of 5 years outside sales experience  
Minimum of 5 years experience of the plumbing and/or heating industry

**Knowledge, Skills, Abilities Required:**

Must be friendly and have a positive attitude  
Self motivated  
Critical thinker-using logic and reasoning to identify alternative solutions  
Must have working knowledge of Microsoft Office  
Ability to learn Eclipse software  
Must be very detail-oriented and focused for accuracy  
Ability to perform assignments with minimal supervision and under tight deadlines  
Requires maturity and experience to interface with all levels of management, personnel and customers  
Must have strong interpersonal communication skills  
Must maintain a patient and professional attitude, while managing a busy workload  
Strong organizational skills required  
Must be able to determine and prioritize workload  
Willingness to travel  
Must have a valid driver's license and dependable transportation at all times

**Equipment Used:**

PC  
Calculator  
Fax  
Telephone  
Photocopy machine



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

**Working Conditions:**

Normal office environment  
Warehouse environment

The physical demands described below 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.

**Physical Demands:**

X	Balancing	X	Feeling	X	Pulling	X	Seeing	X	Talking
X	Carrying	X	Grasping	X	Sitting	X	-Close	X	Walking
	Climbing	X	Hearing	X	Standing	X	-Far		
	Crawling	X	Kneeling	X	Stooping	X	-Color		
X	Crouching	X	Lifting				-Depth		

**Other:**

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The foregoing responsibilities, accountabilities, statements and requirements are intended to describe the general nature and level of work performed in this position. They are not intended to be construed as an all-inclusive list of every responsibility, duty, skill and expectations required of personnel so classified.

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Approvals:

Employee: \_\_\_\_\_ Date: \_\_\_\_\_

Department Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_

Human Resources: \_\_\_\_\_ Date: \_\_\_\_\_