

Employee Name	xxxxxxx
Job Title	Technical Sales Specialist
Department	Water Quality
Location	Unit #6 Chootoo Road, El Socorro
Primary Reporting	Water Quality Manager
Secondary Reporting	Chief Executive Officer
Review date & Rev No.	25-Jul-2023. Rev # 0

1. Purpose of Job	To provide consultation and recommendations for water quality applications and analysis. Promote sales and provide technical support for specified lines of products to new and existing customers/companies.
2. Key Areas of Responsibility	<ul style="list-style-type: none"> 2.1 Work with clients to derive the best possible solution for their application using our approved line of products. 2.2 Establish new and maintain existing relationships with customers and alert them of new products and services that may be of interest to them. 2.3 Develop and implement marketing strategies to promote our products and services. 2.4 Excellent communication skills, both written and verbal. 2.5 Ability to work both independently and as part of a team. 2.6 Create and execute sales plans that expand our customer base and extend the Company’s regional reach. 2.7 Visit customer sites/proposed project locations and make recommendations according to specific guidelines/budgets. 2.8 Provide clients with proposals, tenders and quotations based on their monitoring requirements. 2.9 Follow-up with clients and maintain good customer-supplier relationships. 2.10 Ensure customer satisfaction through ongoing communication and relationship management. 2.11 Develop a strong link with foreign suppliers, including performing joint sales calls on a regular basis. 2.12 Attend WQ conferences and seminars to promote product lines and market ROSE. 2.13 Be proficient in all WQ related software and instruments. 2.14 Perform general checks on WQ equipment before dispatch. 2.15 Audit and control WQ inventory. 2.16 Assist other departments whenever possible with other jobs unrelated to WQ.

	2.17 Be on the look-out for further sales/project potential business for ROSE.
3. Interfaces (Internal and External)	<p>3.1 Internally: CEO, Sales & Marketing Manager, Technical manager, Sales & Shipping, Coordinator, Accounting & Administration Manager, Administrative Assistant, Sales Representatives, Application Specialist, CSRs, Technical Services</p> <p>3.2 Externally: liaises with All Water Quality Suppliers, Technical Support Departments, Contractors, Customers</p>
4. Qualifications	<p>4.1 Undergraduate Degree in Marketing, Sales, Business, Engineering, or related field.</p> <p>4.2 A suitable combination of qualifications and experience</p>
5. Experience	<p>5.1 Two to three years relevant work experience in a similar position</p> <p>5.2 Experience working in a fast paced, dynamic working environment.</p> <p>5.3 Instrumental Technical Experience</p> <p>5.4 Industrial Environmental Experience</p>
6. Training Competencies	<p>6.1 Health and Safety Training will be an asset.</p> <p>6.2 Must possess a valid Driver's Permit</p> <p>6.3 Ability to communicate effectively with all levels of personnel and external customers both verbally and in writing.</p> <p>6.4 Excellent organizational and planning skills</p> <p>6.5 Strong written and verbal communication skills.</p> <p>6.6 Competent in the use of Microsoft Office Suite.</p> <p>6.7 A flexible and adaptable attitude towards work.</p> <p>6.8 The ability to work unsupervised and be able to work flexible hours including weekends and public holidays when necessary and assist in the smooth running of the department.</p> <p>6.9 An individual, based on past work experience, who can make recommendations and implement new procedures that can enhance the functioning of the department.</p> <p>6.10 Experience working with teams and a team player.</p> <p>6.11 Ability to prepare and deliver presentations.</p>
7. Skills	<p>7.1 Stress management skills</p> <p>7.2 Time management skills</p> <p>7.3 Be honest and trustworthy.</p> <p>7.4 Be respectful.</p> <p>7.5 Possess cultural awareness and sensitivity.</p> <p>7.6 Be flexible.</p> <p>7.7 Demonstrate sound work ethics</p>

8. Environmental Health and Safety (EHS) - Training / Certification	8.1 First Aid 8.2 Fall Protection 8.3 Hearing Protection- Use of Ear Plugs 8.4 Defensive Driving 8.5 Fire Extinguisher 8.6 PLEA
9. Environmental Health and Safety (EHS) - Duties	9.1 Adhere to all EHS Rules, Policies & Procedures of ROSE Environmental Limited 9.2 Work in a safe manner always in accordance with ROSE EHS Standards and the provisions of the EHS Manual 9.3 Assume responsibility for your own safety and that of others that may be affected by work related activities. 9.4 To stop the work in case of imminent danger and confer with immediate supervisor or client representative

10. Performance Criteria <i>(This job is satisfactorily performed when):</i>	10.1 Work allocated is followed up efficiently and completed in the shortest time possible 10.2 Execute sales/marketing plans that expand our customer base and extend the Company's local & regional reach. 10.3 Develop and implement marketing strategies to promote our products and services. 10.4 Indicate and monitor all spares / consumables minimum stock levels.
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11. Key Performance Indicators (KPI's)	11.1. Task	11.2. Outcome
	11.1.1 Job Specific	11.2.1 Meet Sales targets for specified product lines. 11.2.2 Continuous improvement in prioritization and turnaround time. 11.2.3 Engagement of at least 3 new customers per month 11.2.4 Plan and execute at least one WQ Technical/ Marketing Seminar aimed towards client engagement and product demonstration. 11.2.5 Continue to monitor and manage WQ Inventory and Restocking Trends

	11.1.2 Productivity	11.2.6 Sick Leave - # of days taken 11.2.7 Casual Leave - # of days taken 11.2.8 Action Items Closed-Out - # of items
	11.1.3 Environmental Health & Safety	11.2.9 Near Miss Reporting - # of reports submitted 11.2.10 EHS Contribution - # of ideas re: continuous improvement of the system 11.2.11 Adherence to EHS Rules Policies & Procedures - # of non-conformances

12 Additional Notes:

12.2 Please note that you may be requested to undertake other duties from time to time and it is possible that your duties may change over time.

12.3 You will be expected to co-operate with all reasonable requests. If the changes are deemed to be longer term, then this job description will be revised.

12.4 This document is intended to reflect those factors considered necessary to describe the principal functions of your job.

12.5 This document should not be construed as a detailed description of all work required that may be inherent in the job

13 Authorization

Please indicate your acceptance of the terms and conditions stated herein, by signing and returning the attached "office copy" of this Job Description

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VISHALA MAHARAJ **Dated**
Water Quality Manager

14 Acknowledgement

I,, hereby acknowledge my understanding and acceptance of the aforementioned terms and conditions of this Job Description, by affixing my signature below.

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xxxxxx **Dated**

