



## **Gunton Corporation Job Description**

### **TRADE REMODELING and REPLACEMENT SALES REPRESENTATIVE**

#### **JOB SUMMARY**

Drive results by managing a defined group of accounts. Obtain and grow sales by acquiring new accounts and maintain lasting relationships once they are established. Achieve a "Very Satisfied" Customer Satisfaction Rating" in collaboration with the Customer Support Team.

#### **GENERAL RESPONSIBILITIES**

Exhibit the highest standard of personal ethics at all times and adhere to all Gunton Corporation policies.

Develop and execute a business plan that will establish activity levels and target account acquisitions for the upcoming year to allow you to achieve your sales goals.

Adhere to the Gunton Sales Process. Become proficient with all Gunton products and services.

Manage your activities through Gunton customer account management system. Use this powerful tool to maintain accurate account history, to manage results-driven activities, and to accurately reflect the data.

Complete the required minimum number of account meetings per day as established by management. Account meetings should move the buying process forward and are indicated by a clear commitment objective. The outcome of the meeting is to be documented and follow up activities are to be scheduled in the Gunton customer management system.

Focus on new account acquisition, targeting accounts to drive results and meet established goals. Depending on sales volume, a high percentage of meetings should be with prospects and infrequent buyers.

Execute needs assessment for customers and prospects through probing questions, proper research and utilizing all resources available.

Regularly visit permit offices or review permit reports to uncover active new projects and accounts in your area. Follow up on all permit leads with a phone call or a site visit.

Participate in select functions, such as trade shows or chapter meetings.

Maintain solid relationships with accounts by meeting regularly to communicate product changes, additions, team updates, or industry news. The purpose of the meeting is to create opportunities to discuss new business.

Maintain 100% territory management by meeting with all customers at least every 90 days.

Communicate to all accounts and customer's our commitment to driving the highest level of customer satisfaction to positively impact our CSR and Google review ratings.



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Handle all customer and prospect requests in a timely and professional manner and use your team to resolve any challenges to ensure a customer will purchase again and provide new referrals.

Understand how Pella products and Gunton services create a value proposition to exploit the competition's weaknesses. This requires an intimate knowledge of our competitors' products, supplier capabilities, sales personnel, and process.

Commit to continuous education to keep current with our products and services and develop your professional skills.

Complete take-offs when applicable. Develop window and door solutions to satisfy prospects' and customers' needs.

Work with Inside Sales Representatives to ensure timely, accurate quoting and ordering of product.

Adhere to the established company discount goals.

Provide showroom coverage for specific hours as defined by divisional management.

Outfit and maintain a fully merchandised vehicle, per management guidelines. Sales tools must be carried at all times.

Perform additional responsibilities assigned by your manager

#### **REPORTING RELATIONSHIP**

Reports to Area Sales Manager or Segment Manager, depending on divisional structure

#### **SUCCESS FACTORS**

Customer-focused

Team-focused

Strong negotiating and closing skills

Process-driven

Results-oriented

Excellent interpersonal skills

Strong verbal and written communication skills

Outstanding organizational and time management skills that allows multitasking



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Attention to detail

Problem solving skills

Computer literate

Prior sales experience selling the value proposition of products and services

Operate a vehicle which adheres to Gunton Corporation policy and is capable of carrying the required models and selling tools in a secure and dry environment

Ability to read and understand blueprints

Construction background

Negotiating skills

**PREREQUISITES**

A valid driver's license and acceptable driving record

College degree

Must have or be willing to purchase SUV, station wagon, mini- van, cargo van, or cross-over vehicle

Ability to lift and carry sales tools that could weigh up to 50 pounds

**QUANTIFIABLE METRICS** (Weekly, Monthly, Quarterly, Annually)

Achieve the required number of prospecting telephone calls weekly. Meet with 100% of your account base every 90 days.

Complete the required number of account meetings per day

Meet monthly and year-to-date New Account Acquisition goal with a focus on targeted accounts

Conduct meetings with all CSR accounts per our prescribed annual process

Promote and obtain the minimum required number of 5- star Google review

Meet monthly and year-to-date bookings, quoting and discount goals.

Monthly and year-to-date Return Goods Authorization ("RGA") percentage versus goal set by division

Meet account retention goal



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**QUALITATIVE METRICS**

Periodic rounded Feedback from peers, manager, direct reports, installation department team members, and internal customers

**Note:**

This is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts or working conditions associated with the job. While this list is intended to be an accurate reflection of the current job, the company reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed.

**Employee Acknowledgment:**

*I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me, which may be changed from time to time at the discretion of management. I also understand that this job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time and for any reason and the company has the same right.*

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**Employee's Name**

\_\_\_\_\_  
**Employee's Signature**

\_\_\_\_\_  
**Date**