

Outside Sales Representative

Reports to:
Sales Manager

Job ID: 440301

Entity:
PBZ LLC and Keystone Coating LLC

Job Classification:
Sales Representative, Wholesale and Manufacturing

Summary and Objective:

This position is responsible to maintain and grow existing customer accounts in both PBZ LLC & Keystone Coating LLC. This will include regular visitation with existing customers, problem solving and meeting with potential clients within the values and mission of Paul B. Zimmerman, Inc. This position will be based out of the Lititz, PA location.

Essential Functions:

- Develop Customer Relationship
 - Ensure that customer's needs are cared for with a high degree of professionalism
 - Develop a healthy relationship with the customers through personal visits, email and phone conversations
 - Be the "face" of the company to the customer, and the "face" of the customer to the company
 - Effectively record customer communication and feedback to equip others to serve the customer well
 - Ability to identify the root-cause of an issue to maximize customer satisfaction
 - Ability to adapt/respond to different types of situations
 - Aggressively look for ways to create an increased value to our customers
 - Participate in customer pricing structure
 - Meeting with the customer when quality issues and/or disputes arise
 - Meet with customers regarding new opportunities and work with PBZ LLC & Keystone Coating LLC teams to ensure project quotes are completed in a timely manner. Once new projects are underway, work with appropriate teams to ensure the project runs smoothly and the customer is satisfied with the end-product
- Business Development
 - Provide demonstrations with new products or upgrades
 - Develop strategies for business growth in our current customer base
 - Ability to create an acceptable solution for both the customer and the company and clearly communicate with both parties.
 - Present services to potential customers through "cold-calls" and networking, as directed by the Sales Manager
 - Identify potential business partnerships through company profiles and market research
 - Promote services by exhibition, through attendance of industry trade shows
 - Develop and maintain product and industry knowledge
 - Identify and utilize industry educational resources

Characteristics and Competencies:

- Self-motivated; thrives independently, yet able to be a team player
- Trusting, professional, transparent, inclined to serve others first
- Intentionally care about the customer and their needs.
- Strong networking abilities

Required Education and Experience:

- High School Diploma or equivalent
- Valid PA Driver's License

Preferred Education and Experience:

- Minimum of 5 years of sales experience
- Minimum of 3 years of B2B experience
- Basic computer skills such as using Microsoft Office suite

Work Environment:

This job operates from a vehicle and from an office setting as needed. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, fax machines and hand tools.

Physical Demands:

While performing the duties of this job, the employee is regularly required to sit and drive for extended periods of time; speaking, listening, and seeing; walking; use eyes, hands, fingers, or feet; and reaching with hands and arms, and so forth. This position will require entering customer's manufacturing facilities which will require walking in areas which may or may not be ADA compliant.

Travel:

Daily travel is expected with a variety of distances. Periodic overnight travel will be required to attend trade shows or visit customers. Travel may need to occur in inclement weather.

Other Duties:

Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Essential functions and duties may change at any time.

Employee signature below constitutes the employee's understanding of the requirements, essential functions and duties of the position.

Employee's Signature: _____ Date _____