

Commercial Drinking Water Consultant

JOB DESCRIPTION

Summary/Objective

Proactively gain and retain satisfied customers by providing the best solution for their commercial drinking water needs in a professional and ethical manner.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Learn, maintain, and apply overall knowledge and technical information as it relates to the sale of Sterling Water products and services
2. Identify marketplace trends. Learn competitive product lines, services, and capabilities
3. Develop and maintain relationships with existing customers and prospects
4. Generate and close sales leads to meet personal and company sales goals
5. Understand customer's needs and available solutions to make an effective sales presentation. Accurately represent Sterling Water and its products and services to educate the customer.
6. Clearly and completely document installation instructions (including drawings and pictures) and customer requirements (placement of equipment, plumbing and installation arrangements, pumps, and other related equipment, electrical or drain)
7. Maintain accurate records of all sales activities using DocuSign and internal programs
8. Take "ownership" of new customer accounts, follow up with every new customer to ensure complete satisfaction. Ensure terms and conditions of sale are clearly understood by customer and accurately documented. Explain billing procedures and what to expect on the bill.
9. Daily regional travel to customer and prospect locations of business
10. Maintain security and confidentiality of all customer information and the company's assets (building, fleet, inventory, records, equipment, etc.)
11. Demonstrate professionalism, courtesy, and tactfulness in all interactions with customers, employees, and vendors
12. Maintain open and positive communication with dealership employees and provide assistance where possible to support company-wide goals
13. Complete annual training requirements via company-sponsored training program
14. Perform work with Sterling Water company values in mind:
 - Integrity: Do the right thing. Trust and honesty are essential in everything we do.
 - Safety: Take action to prevent accidents and injuries.
 - Teamwork: Work together to accomplish our goals.
 - Continuous Improvement: Search for and implement better ways.
15. Other duties, as assigned

Key Performance Behaviors

Successful Sterling Water employees consistently meet or exceed the following key performance behaviors: Adaptability, Learning, Continuous Improvement, Customer Focus, Decision-Making, Delivers Results, Integrity, Safety Focus, Teamwork, Technical Knowledge, and Communication.

Work Environment

This job operates both in office and at customer locations. This role travels frequently and routinely uses standard office equipment such as computers/tablets, phones, and photocopiers.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. This position requires walking, standing, and sitting while driving. The employee may require bending, crouching, crawling as well as reaching above shoulder heights throughout the workday. Proper lifting techniques are required. This position may occasionally lift up to 50 pounds.

Position Type and Expected Hours of Work

This is a full-time position. Days and typical hours of work are Monday through Friday, 8:00 a.m. to 5 p.m., 40 hours per week.

Required Education and Experience

Minimum of 1-year previous business to business sales experience

Preferred Education and Experience

Degree in Business, Marketing or related field
Working knowledge of the water treatment industry

Additional Eligibility Qualifications

Valid Driver's License

Work Authorization

Must be legally authorized to work in the United States of America.

Equal Employment Opportunity Statement

Sterling Water, Inc provides equal employment opportunities to all employees and applicants for employment. In addition to federal law requirements, Sterling Water, Inc. complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment. Sterling Water, Inc. expressly prohibits any form of workplace harassment based on race, color,

religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of Sterling Water, Inc.'s employees to perform their job duties may result in discipline up to and including discharge.

Classification

Exempt

Reports to

Vice President/Commercial and Industrial Director

Revision Date

10/11/2021

Signatures

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

Employee_____

Date_____