



PROFILE OF INNOVATION

## **Job Description:**

**Title:** Field Representative

**Email:** [careercanada@schluter.com](mailto:careercanada@schluter.com)

## **Position Description:**

Reporting to the Regional Sales Manager, the Field Representative is responsible to provide support to our customers and provide product knowledge, customer presentations within an assigned territory. The main objectives include:

- Act as a liaison between the field and the office.
- Acquire information from existing Authorized Schluter Dealers (ASDs) within Quebec that will help further the support and success of the program.
- Increase the sale of Schluter products by supporting various field activities in Quebec.

## **Primary Responsibilities:**

### As Authorized Schluter Dealers (ASD) Field Support Representative

1. Evaluate and analyze the following:
  - a. Determine the commonly promoted Schluter products within the ASDs.
  - b. Identify correct key contact.
  - c. Evaluate product access.
  - d. Assess ASD web locator status (stocking or non-stockung).
  - e. Assess on-hand inventory.
  - f. Evaluate access to Internet, computers, etc.
2. Promotional efforts:
  - a. Convey information regarding expedited shipping options.
  - b. Promote Schluter ASD internal support team.
  - c. Promote existing marketing tools and showroom displays.
  - d. Promote workshops and convey options (1, 2 or 3-day).
  - e. Promote website and Schluter House.
3. Feedback:
  - a. Query ASD on product improvement, new product ideas.
  - b. Query ASD about ideas for effective marketing tools and evaluate effectiveness of existing tools.
    - i. Evaluate placement of tools and replenishment, etc.
    - ii. ASD website.
4. Inform and Educate:
  - a. Educate and provide tips on how to sell Schluter products.
  - b. How to order.
  - c. Understand and use marketing tools and ASD kit.
  - d. Explain and understand our Pricelist and Catalogue.
5. Builder Development:
  - a. Maintain current builder relationships in the region through education and training.
  - b. Together with the Territory Managers (TMs) and Regional Manager (RM) target new builders in each market.

### As territory support

1. From time to time, assist TMs with workshops held within the region and other territory-related activities.





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2. Ability to travel daily up to 80 percent of the time and using the remaining time for planning, preparation and training.
3. Ability to drive a Company vehicle and pass a driving record background check (including moving violations, accidents, license suspensions, etc.) to be insurable with the Company's insurer without surcharges or other additional charge. Company-owned vehicles may only be operated by authorized employees and for business purposes only.
4. Any driver of a Company-owned vehicle shall, at all times, hold and maintain provincial driving privileges in the driver's province of residence without restrictions, unless such restrictions are approved by the Company in its sole discretion.
5. Abide by Company policies and procedures at all times.
6. Represent Schluter Systems (Canada) Inc. in a professional, positive, and enthusiastic manner in all matters.
7. Complete special projects as directed by management.

### **Qualifications and competencies**

#### **Profile**

- High School Diploma required
- Minimum 3 to 5 years experience in a related position
- Bilingual (oral and written) \*

#### **Qualifications and competencies**

- Excellent verbal and written communication skills
- Self-starter, demonstrates initiative and commitment to world class service
- Open and clear communicator\*
- Empathetic to others' views and needs
- Effectively deliver on goals and deadlines for department
- Deliver creative and ingenious ideas for change and continuous improvement
- Excellent organizational skills

**\*For Quebec Based must be Fluent in both French and English (Oral and Written)**

#### **About Schluter Systems Canada**

*Schluter®-Systems is a family-owned and internationally renowned company that has been rapidly growing over the last 10 years. The Schluter brand is backed by a team of people working together to create a line of innovative products that provide solutions to the tile industry. We're looking to build our team with individuals who like to think BIG, and want to be part of what makes our products--extraordinary. We are a company that treats its employees, suppliers, and customers as long-term partners. Where success is built on a win-win philosophy and everyone should benefit.*

*"Profit is not the goal of the business. Profit is the consequence of a job well done"..... Werner Schluter, Founder*

*Are you interested in a truly unique and special company? Hear from our employees on what it means to be part of the Schluter family: <http://www.schluter.com/careers> . Then if you're ready to see life in Orange, talk to us about this career opportunity at Schluter®-Systems.*

