

Technical Sales Representative

Job Title	Technical Sales Representative	Department	Sales
Reports to	Sales Manager	Grade	
Direct Reports	None		
Job purpose			
<p>The main purpose of this role is to drive technical sales in the assigned region within the construction and building industry, in line with sales targets, and contribute to business growth by leveraging technical expertise and industry knowledge.</p>			
Key responsibilities			
<ol style="list-style-type: none"> 1. Actively pursue, convert, and close projects across all the company's product lines in line with set sales targets. 2. Receive and provide technical product information to walk-in clients in the showroom for the assigned region as applicable. 3. Identify and understand clients' construction needs in collaboration with the FTS team to generate responsive quotations for clients. 4. Negotiate product pricing with potential clients in line with the company's pricing policies, considering technical specifications. 5. Prepare quotations for potential clients in line with clients' construction requirements, ensuring technical accuracy. 6. Make regular follow-up calls to clients on generated quotations to provide technical insights and close the sale. 7. Collaborate with the finance team to ensure confirmation of clients' payment and provide technical support for invoicing. 8. Coordinate the dispatch of clients' goods in collaboration with the dispatch team to ensure timely delivery, considering technical requirements. 			

9. Make regular field visits in the assigned region to identify potential business opportunities, providing technical solutions.
10. Conduct after-sales follow-up calls with clients in the branch to assess and address their satisfaction levels with company products and services from a technical standpoint.
11. Develop and maintain lasting business relationships with clients in the assigned region to ensure a sustainable pipeline of business.
12. Create and maintain an up-to-date database of consultants, architects, engineers, and other relevant professionals to ensure a sustainable pipeline of potential clients.
13. Receive and resolve technical customer complaints to ensure timely closure, collaborating with the FTS team.
14. Conduct market intelligence activities to gather technical data on the market and competitors for use in management decision-making.
15. Prepare daily technical sales reports and weekly pipeline reports in a timely manner and in line with requirements.
16. Undertake any other responsibilities that may be assigned by the supervisor from time to time.

Working relationships

Internal Relationships:

The Sales Representative is:

- Directly accountable to the Sales Manager for assigned region.
- Required to work with Finance and Operations department.

External Relationships:

- Clients
- Consultants
- Fundis
- Contactors

Knowledge, experience and qualifications required

Bachelor's degree in engineering, Architecture, Construction Management, Business Management, Marketing, Strategic Management, or any related field with a technical emphasis.

- Minimum of 3 years' experience in technical sales, marketing, or business development within the construction and building industry.
- Must have Valid driving license (class B, C, E, F, & G).
- Strong experience in the construction industry with a deep understanding of technical aspects.
- Technical qualifications and certifications relevant to the construction industry would be highly desirable.

Competencies

Technical competencies

- Proven experience in technical sales and/or marketing, with the ability to manage relationships with key customers in the construction industry.
- Commercial awareness and business acumen with a technical focus.
- Ability to win deals and create a culture of vibrancy and success amongst team members.
- In-depth understanding of the technical aspects of the construction industry.
- Proven track record of building long-lasting customer relationships based on technical expertise.
- A passion for turning set targets into technical results.

Behavioral competencies

- Exceptionally self-motivated and directed.
- Exceptional service orientation with a technical perspective.
- Demonstrated business acumen with a technical mindset.
- Outstanding communication (written and verbal), interpersonal, and facilitation skills.
- Ability to influence, collaborate, deliver, and partner at senior levels within the organization.
- Ability to work effectively with people and clients at all levels, providing technical insights.
- Superior analytical, evaluative, and problem-solving abilities with a technical orientation.
- Strong persuasion and negotiation skills with a technical focus.
- Flexibility and adaptability to changing technical requirements.
- Innovative and creative thinking skills applied to technical challenges..

Working Conditions	
Is exposed to minimum disagreeable conditions in the environment. The jobholder has normal office facilities that include a workstation and access to a laptop.	
Job holder/Supervisor details	
Name of jobholder:	Date:
Name of Supervisor:	Date: