

Technical Sales Representative

Job Title	Technical Sales Lead	Department	Commercial
Reports to	Engineering and Projects Manager	Grade	
Direct Reports	<ul style="list-style-type: none"> • Technical Sales Representatives • CAD Designers 		
Job purpose			
<p>The main purpose of this role is to combine technical expertise with sales acumen to drive sales in the assigned region in line with the sales targets in order to contribute to business growth and ensure customer satisfaction.</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. Build and maintain strong relationships with existing and potential clients, including contractors, architects, and construction firms to ensure sustainable pipeline of business. 3. Utilize CAD software to create and modify detailed designs based on client specifications and project requirements. 4. Collaborate with the engineering and production teams to ensure designs are feasible and meet industry standards. 5. Provide administrative support to the sales team, including preparing quotes, tracking leads, and maintaining customer databases in line with clients' construction requirements. 6. Provide technical support and product demonstrations to customers and stakeholders. 7. Receive and provide technical product information and support to walk in clients in the showroom for assigned region as applicable. 8. Conduct site visits to assess project progress, address client concerns, and ensure alignment with design specifications. 9. Attend trade shows, industry events, and networking functions to promote products and gather leads. 10. Maintain an in-depth understanding in the range of our products, including specifications, installation methods, and competitive advantages. 11. Collaborate with civil and structural engineers to provide technical insights and recommendations on product applications. 12. Support the sales team in developing technical proposals and ensuring compliance with client specifications. 13. Make regular follow-up calls to clients on generated quotations in order to close the sale. 14. Follow up with finance team for confirmation of clients' payment and invoicing support. 15. Coordinate the dispatch of clients' goods in collaboration with the dispatch team in order to ensure 			

timely delivery.

16. Make follow-sales calls with clients in the branch in order to establish the clients' satisfaction levels with company products and services.
17. Create and maintain an up-to-date database of consultants and fundis in order to ensure a sustainable pipeline of potential clients.
18. Receive and resolve customer complaints to ensure timely closure.
19. Conduct market intelligence activities in order to obtain data on the market and competitors for use in management decision making.
20. Prepare sales reports and pipeline reports in a timely manner and in line with requirements.
21. Any other responsibilities that may be assigned to the job holder by the supervisor from time to time.

Working relationships

Internal Relationships:

The Technical Sales Lead is:

- Directly accountable to the Engineering and Projects Manager and Managing Director.
- Required to work with Engineering, Finance and Operations department.

External Relationships:

- Clients
- Architects
- Construction Firms
- Consultants
- Fundis
- Contractors

Knowledge, experience and qualifications required

- Bachelor's degree in Civil Engineering, Structural Engineering, Construction Management or any other related fields.
- Proven experience in technical sales, preferably within the construction or building materials industry.
- Valid driving license class B, C, E, F, & G.
- Experience in the construction industry would be highly desirable.
- Excellent communication and presentation skills, with the ability to convey technical information to non-technical audiences.

- Ability to influence, collaborate, deliver and partner at senior levels in the organization.
- Ability to work well with people and clients at all levels.
- Superior analytical, evaluative and problem-solving abilities.
- Strong persuasion and negotiation skills.
- Flexibility and adaptability.
- Innovative and creative thinking skills.

Open to change

- Calm under chaos

Technical competencies

- Proven experience in sales and/or marketing and managing relationships with key customers
- Ability to provide technical assistance and guidance to customers regarding product selection, installation, and maintenance.
- Familiarity with construction practices, project management, and the building process.
- Understanding of roofing systems and how different products fit into various applications.
- Ability to read and interpret technical specifications, blueprints, and installation guides.
- Commercial awareness and business acumen.
- Ability to win deals and create a culture of vibrancy and success amongst team members.
- Strong understanding of the construction industry.
- Strong verbal and written communication skills to convey technical information effectively.
- Ability to analyze customer challenges and provide innovative solutions.
- Proven track record of building long-lasting customer relationships.
- A passion to turn set targets into results.

Behavioral competencies

- Exceptionally self-motivated and directed.
- Exceptional service orientation.
- Demonstrated business acumen.
- Outstanding communication (written and verbal), interpersonal and facilitation skills.

Working Conditions

Is exposed to minimum disagreeable conditions in the environment. The jobholder has normal office facilities that include own workstation and access to a laptop.

Job holder/Supervisor details

Name of jobholder:	Date:
Name of Supervisor:	Date: