



**Company Job Descriptions**  
**Position #25: Outside Sales Representative**

**POSITION SUMMARY**

**Department:** Sales & Marketing  
**Level:** Staff  
**FLSA Status:** Full-Time, Exempt  
**Reports To:** Sales Manager  
**Supervises:** No Direct Reports

**ESSENTIAL DUTIES & RESPONSIBILITIES**

**Position Summary:**

- The Outside Sales Rep. will focus on forging new relationships with our Commercial & Industrial customer base within our Plumbing/Heating and Multi-Family Housing business segments. This will include managing accounts consisting of maintenance, engineering and facilities departments, selling and promoting our product lines while focusing on our Company’s special ability to provide value beyond the mere sale of a product.

**Results:**

- The individual in this position will be responsible for building new business, new relationships, maintaining and growing existing business, and opening new markets consistent with our historical competence in generating profitable repeat sales in each of the business units listed above.

**Procedures:**

- Stay true to Duff Company’s mission while accomplishing desired results when performing all assigned tasks.
- Consistent adherence to all Duff Company Policies, Procedures, and Safety Practices as documented or requested by supervisor.
- Contribute to Duff Company’s exceptional culture thru team effort, customer focus, and driven results as you accomplish all tasks associated with this position.
- Participation in appropriate departmental and committee meetings.
- Attendance, as required, at all Duff Company Meetings.

**Tasks (include but are not limited to):**

- Responsible for visiting accounts on a regular, scheduled basis interacting with business owners, purchasing agents, managers, plant engineers, property supervisors, and technicians.

- Prepare and deliver professional sales presentations as needed.
- Maintain contact with other Duff Co. sales related personnel such as inside sales account representatives, accounting department, receptionist, counter men and warehouse personnel.
- Maintain customer accounts by dealing with problems and needs including assisting accounting to collect on past due invoices when necessary.
- Responsible for all aspects of trade show participation as appropriate.
- Prepare all sales reports required by management.
- Keep management informed about customer concerns, products, delivery, competition and other relevant sales/business issues.
- Research new products as requested by customers.
- Sales order entry
- Maintain a professional atmosphere or environment within the sales office at all times.
- Promote customer training seminars hosted by the Company.

## EMPLOYMENT STANDARDS

### **Required Education:**

High school diploma or equivalent.

### **Required Experience:**

3 years of general sales experience.

### **Preferred Experience:**

Plumbing/Heating or Facilities Management Industry sales experience

### **Required Skills:**

Supervisory Responsibilities: not applicable

Language Skills: Moderate. Communicate effectively internally and externally both in writing and verbally.

Mathematical Skills: Basic.

Computer Skills: Basic. Microsoft Office Products and Epicor Eclipse.

Reasoning Ability: Moderate.

Physical Demands: Light. Extended amounts of time sitting in a car while traveling to several customers per day. Walking and being outside in different weather elements on jobsites at times. Limited desk work and some lifting (could be up to 50 lbs.) of product for demos, tradeshow displays, marketing materials, and emergency deliveries.

Work Environment: Office and/or automobile with occasional exposure to weather elements outdoors.