

WASHINGTON MILLS

JOB OPENING: Senior Technical Sales Representative

**Washington Mills Hennepin, Inc.
13230 Prairie Industrial Parkway
Hennepin, IL 61327
(815) 925-7302**

Company Description

Washington Mills is one of the largest producers of high quality abrasive and fused mineral products in the world. It has facilities throughout the U.S., Canada and Europe and serves a global customer base. Its principal business is the fusing of oxide and carbide minerals in electric arc and Acheson furnaces, as well as the grinding and classifying of the minerals into grains and powders. Established in 1868, Washington Mills continues a long history of excellence in serving raw materials to the abrasive, refractory, ceramic and industrial abrasive markets.

Job Description

The Senior Technical Sales Representative is responsible for achieving the territory's annual sales program through meeting or exceeding his/her assigned sales program and acquiring new accounts as potential or program dictates; also responsible for having a specialized knowledge of all products, conducting sales program within prescribed budgetary limits, and rendering the highest level of customer service that is practicable. Knowledge of the applications and processes used in the foundry and steel industries is a strongly desired skill set. The candidate should gain satisfaction from achieving goals, investigating and discovering new applications and delivering exceptional customer service and product quality. The job is fast-paced and customer-focused but also requires continual interaction with inter-company employees to coordinate customer orders from our multiple manufacturing facilities. The job is home-based with travel at approximately 60%. The position reports to Director of Sales and Marketing -Metallurgical Products.

Essential Functions

- **Technical Knowledge:** Must have intimate knowledge of all technical aspects of and applications for raw materials and metallurgical additives for the steel/ foundry industry including, but not limited to, product chemistry and physical characteristics; competitive products and differences within same; product applications within the marketplace; and customer applications and uses. Must keep informed of process or product changes as they pertain to our products.
- **General Sales:** Solicitation is required within territory to secure the desired level of sales; follow-up on sales to be sure the products are performing as intended; prompt handling of any complaints; providing technical assistance whenever possible; recommending practical order lead time and customer inventory levels; building company respect and goodwill within accounts; and helping to maintain proper terms of payment and/or assistance in collection.
- **Sales Efforts:** Perform necessary sales functions including but not limited to: prompt accurate call reports; marketing information; sales forecasting; and participation as required to help develop and maintain annual sales and budget programs. The ideal candidate will have proven sales success in managing current customers, building strong trusting business relationships, and bringing in new accounts. The candidate will identify more strongly as a hunter of new sales rather than a farmer of existing relationships. The candidate should have a genuine interest in all types of manufacturing and general industrial processes where abrasive grain or fused minerals are used. This interest should translate into a curiosity to ask questions and solve customer questions and problems.
- **Customer Focus:** Should really enjoy the challenge of the longer-term relationship sale as opposed to the frequent and more transactional type of sale. To succeed, the sales representative should possess a high level of patience, persistence, and positive attitude. The ideal candidate should thrive on direct interaction with customers and different prospect companies to solve problems or help companies utilize our products in their processes.

Required Skills

- Knowledge of raw materials and alloys, as well as iron and steel melting practices
- Intimately familiar with foundry/steel applications of Washington Mills products
- Able to become familiar with customer's processes and requirements
- Able to work from home and travel as needed to customer and Washington Mills facilities
- Must give technical support to customers when required
- Excellent phone and communication skills
- Good computer skills - proficient in Microsoft Office (Word, Excel)
- Ability to work with custom ERP and CRM system
- Cheerful, people-oriented person with a business-like and helpful manner
- Attention to detail and excellent communication skills are required

Compensation/Benefits

Washington Mills offers a comprehensive and competitive benefit package including:

- Company car provided
- Cell phone reimbursement
- Home office equipment supplied
- Medical and dental plans heavily subsidized by Company
- Company paid life insurance
- 401(k) with an employer match and employer contribution at six months
- Immediate paid vacation and holidays
- Family-friendly sick and personal leave
- Opportunities for career development

If interested, please send resume to: Washington Mills Hennepin, Inc. at niagarajobs@washingtonmills.com

The above statement reflects the general details considered necessary to describe principle functions of the job identified and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.

Washington Mills is an Equal Opportunity Employer committed to workforce diversity. M/F/D/V. Qualified minorities, women, individuals with disabilities, and veterans are strongly encouraged to apply.

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