

1.0 SUMMARY

The Territory Representative serves our customers by: 1. delivering products; 2. processing product returns (without delay); 3. collecting cash and/or checks; 4. frequent visits to build partnerships; and 5. expanding the business of Fond du Lac Bumper Exchange, Inc. to the highest possible levels in the assigned territory.

2.0 REPORTING RELATIONSHIPS

2.1 The Territory Representative (T/R) reports to the Customer Relations Manager (CRM).

2.2 No one reports to a T/R.

3.0 REQUIREMENTS

	Required	Preferred
3.1. <u>Education</u>	HSED or GED.	High school graduate.
3.2. <u>Experience</u>	Clean driving record. Two years of selling experience.	The required plus 3 years experience in aftermarket collision repair part sales and/or 3 years working in a body shop.
3.3. <u>Skills, Knowledge and Abilities</u>	The ability to operate a vehicle in a safe manner in all types of weather, to read maps, to handle conflict situations with customers, and to organize daily work assignments. Enjoys the automotive industry→a car/truck enthusiast.	
3.4. <u>Physical</u>	Body positions & movements: Sitting for long periods of time while driving a Company-provided vehicle, reaching overhead, above the shoulders and horizontally, bending at the waist and stooping, kneeling, crouching, walking, squatting, etc., including full range usage of arms, legs and hands. Must be able to lift and carry 80 pounds. Body senses: Usage of all body senses. Must be able to see (20/20 vision with glasses, 20/200 without) and hear (with mechanical assistance if necessary) sufficient to understand and comprehend individuals in one-on-one conversations or on the telephone or cell phone. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.	

- 3.5. Mental Mathematics: Able to add, subtract, multiply, & divide using a calculator.
- Strong inter-personal and communication skills.
- Ability to effectively communicate ideas to all levels of management.
- Language: Must be able to read, write, and speak English fluently.
- Must be able to work under time and budgetary pressures, set priorities, and meet deadlines.
- 3.6. Management Skills Ability to effectively plan daily deliveries, participate in establishing sales goals, and organize work.

4.0 WORKING CONDITIONS

Work areas are: driving a truck (including potentially difficult driving circumstances with regard to weather and traffic), inside office, warehouse, body and maintenance shops, etc., where conditions can be hot, cold, wet, dusty, and/or greasy, etc.

5.0 RESPONSIBILITIES

The Territory Representative is responsible for:

- 5.1 Creating and implementing long-term and short-term sales plans. The plans will include as minimum:
- Targeting new accounts
 - Developing existing accounts
 - Resolving problems with accounts in jeopardy
 - Introducing new products
- 5.2 Building long-term relations with customers.
- Measurements: 80% of assigned customers active with a grow rate of 6 new customers per year
- 5.3 Timeliness and accuracy of reports submitted.
- Measurements: Customer accounts are up-to-date
Customer tracking report completed each week
- 5.4 Quality of service provided to assigned customers.
- Measurements: Number of complaints expressed by customers (directly or indirectly)
Increased sales over previous year's sales

- 5.5 Effective usage of all assigned resources, including time, equipment, gas, oil, etc.
- Measurements: Amount of resources spent per unit of work done (average speed, gas mileage (Sprinters no less than 20 mpg), etc.)
- 5.6 Collecting for COD deliveries and keeping accounts current.
- Measurements: Amount (not greater than \$500) not collected at the end of a workweek
- 5.7 Monitoring and adjusting to industry and market trends.
- Measurements: Informing Company management on changes with competition (prices, products, delivery areas, policies)
- 5.8 Being proficient with all products offered by FdLBEX.
- Measurements: Training opportunities with FdLBEX products as well as truck and auto accessories, Class 7 & 8 bumpers, and specific part issues and applications
- 5.9 Being proficient with FdLBEX's computer system.
- Measurements: Able to look up customer accounts (open invoices, A/R history)
Able to look up part numbers (prices, availability, open purchase orders, return history)
- 5.10 Performing general responsibilities of FdLBEX employees as assigned by Company policies and procedures.
- 5.11 Performing other responsibilities as assigned by the TRS, the Customer Relations Manager, and the General Manager.

6.0 AUTHORITY

The Territory Representative has the authority to:

- 6.1 Require timely maintenance of the vehicle and refuse to use unsafe equipment or work under unsafe conditions.
- 6.2 Plan route trips within assigned deliveries and schedule.
- 6.3 Participate in the sales planning for his/her assigned territory.
- 6.4 Negotiate:
- Discounts up to 35%. Any discounts greater than 35% must be approved by the TRS or the Customer Relations Manager.

- Labor and damage credits up to \$100. Any credits greater than \$100 must be approved by the TRS or the Customer Relations Manager.

- 6.5 Ask and make suggestions about the possibility of job related training inside or outside FdLBEX.
- 6.6 Take any reasonable action necessary to carry out the responsibilities of this position so long as such action does not deviate from established FdLBEX policies and is consistent with sound business judgment.

7.0 TASKS AND DUTIES

See the Task and Duty List.

8.0 ACKNOWLEDGMENTS AND APPROVALS

I have reviewed and understand the above job description and believe it to be accurate and complete. I understand that management retains the right to change this job description at any time.

Territory Representative Date

Customer Relations Manager Date

TASK AND DUTY LIST

Position: **Territory Representative**

Name: _____

Date of Assignment: _____

#	WORK TO BE PERFORMED	Daily	Weekly	Monthly
1	Perform Truck Safety inspection. Ensure truck maintenance. Report oil changes or deficiencies to the Vehicle Manager.		X	
2	Organize invoices and other administrative paper work.	X		
3	Load truck with correct products as indicated on invoices.	X		
4	Question invoices that are suspect.	X		
5	Fill out required documentation (route stop sheet and customer tracking log) at each route stop.	X		
6	Provide customers with pricing information and catalogs.	X		
7	Ensure return products are: <ul style="list-style-type: none"> • Documented properly; • Protected and handled accordingly. 	X		
8	Ensure customer invoices are handled per terms: <ul style="list-style-type: none"> • COD; • Net 30; • Cash sale; • Other, as required. 	X		
9	Ensure bumper cores are collected in accordance with company policy.	X		
10	Answer all questions of customers honestly and forthright. Forward to customer service for action all questions you are not able to answer.	X		
11	Obtain when possible, competitor pricing and information about their operations.	X		
12	Take orders from customers.	X		
13	Deliver statements to customers as required.			X

#	WORK TO BE PERFORMED	Daily	Weekly	Monthly
15	Ensure truck cleanliness.	X		
16	Establish monthly goals.			X
17	Provide updates on customer information.	X		
18	Ensure performance & personal traits are of the highest quality and professional.	X		
19				
20				

Territory Representative

Date

Customer Relations Manager

Date