

JOB TITLE: Technical Sales (Tier 2 Powersports)

DEPARTMENT: Sales

REPORTS TO: Sales Manager

PREPARED BY:

APPROVED BY: Alan Stevenson

EXEMPT: No

STATUS: Full-time

DATE: 05/21/2013

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JOB SUMMARY:

With revenue generation and market dominance as the primary goal, influence and assist customers using technical and industry knowledge to provide JE products that meet their needs. Always represent JE in a professional and courteous manner. This position requires moral integrity.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Receive customer calls and provide product specifications, pricing and delivery.
- Write up customer orders on designated Company order forms.
- Provide problem resolution and trouble shooting to customers over the telephone. Take responsibility for and make every effort to resolve problems.
- Write thorough and professional customer correspondence.
- Provide technical support to the Customer Service Department.
- Maintain accountability for service and product issues.
- Return messages, e-mails and voice mails in a timely manner.
- Establish and set up new accounts per Sales & Marketing Manager's guidelines.
- Maintain up-to-date understanding of industry trends and technical developments that effect target market.
- Establish and maintain industry contacts that lead to sales.
- Establish long-term, ongoing repeat customers.
- Promote new, innovative products to existing customers.
- Provide feedback to Marketing and Product Manager to identify future customer needs.
- Determine and communicate customer satisfaction.
- Communicate openly, honestly and constructively using TQ (total quality) practices.
- Other duties may be assigned.

QUALIFICATION REQUIREMENTS:

Solid knowledge of internal combustion engines as well as the aftermarket & high performance Powersports industry. Must have strong application knowledge in Street, Off-Road, ATV, UTV, and Watercraft market segments.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education:** Associate's degree (A. A.) or equivalent from two-year college or technical school; or equivalent combination of education and experience. A degree in marketing is highly desirable.

- **Experience:** Six months to one year related experience and/or training. Solid sales skills ARE mandatory
- **Mathematical Abilities:** Must be proficient in mathematical formulas associated with pistons; such as compression ratio. Ability to perform basic math skills including adding, subtracting, multiplying, and dividing two digit numbers; to perform the four basic arithmetic operations with money; to perform operations with units such as inch, foot, and yard; ounce and pound (and convert to their metric equivalents). Must be able to analyze and solve problems in a logical manner with a high degree of problem summarization for reporting purposes.
- **Language Skills:** Ability to read and interpret documents such as industry reports. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers/clients and/or vendors.
- **Reasoning Ability:** Ability to apply common sense to carry out instructions furnished in written, verbal or diagram form. Ability to deal with problems involving several limited variables in standardized situations.
- **Communication Skills:** Excellent communication skills (both verbal and written). Must be able to communicate with both management and non-management associates.
- **Other Skills:** Solid understanding in the use of measuring equipment such as burettes, calipers, micrometers, and height gauges

PHYSICAL DEMANDS:

The physical demands described below 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.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand, walk, and sit. The employee is frequently required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and taste or smell.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

INTENT AND FUNCTION OF JOB DESCRIPTIONS

This job description is intended to convey information essential to understanding the scope of the position. It is not intended to be an exhaustive list of skills, efforts, duties, responsibilities or working conditions associated with the position. Therefore the duties and responsibilities of this position are

subject to change over time during your employment. This job posting also serves to ensure that the hiring process is fairly administered and that qualified employees are selected.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive during the entire length of employment. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

This job description is not intended to be used as an employment contract and therefore is not legally binding as an employment contract. Performance Motorsports, Inc. (PMi, and all of its subsidiaries) maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.