



POSITION DESCRIPTION

POSITION TITLE: Industrial Coatings Sales Technician
DEPARTMENT: IC Sales

FLSA STATUS: Exempt

REPORTING RELATIONSHIPS

POSITION REPORTS TO: New Business Manager- IC

POSITIONS MANAGED: None

POSITION PURPOSE

This individual is responsible for supporting the daily operations, field support, and sales of the Industrial Coatings Division. This role will be based in Monroe NC, but locations for work duties will include customer locations throughout North America, and can on occasion be home based. This individual is responsible for driving the flooring manufacturers to utilize Bona UV on all pre-finished lines, emphasizing the "Life Time Support" concept of the Bona worldwide system, maintaining the proper inventory at each manufacturing location to ensure that there is never a shortage of product, and providing technical support at all facilities with both finish and stain issues. This individual is responsible for establishing an annual budget to ensure sales and allocation of products. This position will utilize a combination of education and experience to improve and maintain excellent knowledge and sales techniques regarding the latest technology and raw materials

POSITION QUALIFICATIONS AND JOB DUTIES

QUALIFICATIONS AND EDUCATION REQUIREMENTS:

1. Minimum of a B.S. in a Science discipline and/or equivalent work experience.
 2. Must be able to travel 40-50% of the time
 3. Prefer 1-3 years' experience in a manufacturing environment. Wood coating experience preferred but not required.
 4. Highly capable of evaluating issues and effectively communicating technical and nontechnical solutions to customers.
 5. Able to self-motivate and willing to take initiative to ensure all customer requirements are met.
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JOB DUTIES:

1. Support of the daily operations and sales of the Industrial Coatings Division, including increasing sales and profits through existing and new customers.

2. Providing at the Monroe NC Bona facility required IC segment support through; product development support, color matching support, and support in resolving customer requests and needs.
 3. Develop and implement business plans focused on increasing sales, emphasizing the “Life Time Support” concept of the Bona worldwide system, maintaining the proper inventory at each manufacturing location to ensure that there is never a shortage of product and providing technical support at all facilities with both finish and stain issues.
 4. Engage in regular visits to manufacturers to maintain positive working relationships
 5. Work closely with Bona US (parent company) regarding the necessary integration of the Industrial Coatings Divisions.
 6. Attend seminars and classes to keep current on the latest technology and raw materials.
 7. Develop a working knowledge of a gloss meter, mill Jules reading meter, and all finish machines (Cefla, Superfici, Delle Ve Dove, Sorbini, Barbaran).
 8. Maintain successful vendor and customer relations to preserve and established and new associations.
 9. Review current operating procedures, identify areas of improvement, and implement more effective measures.
 10. Develop mutually beneficial, respectful, and effective relationships with peers to ensure seamless coordination between departments, maximize synergy, and maintain a shared vision, strategy, and focus.
 11. Other Duties- Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.
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CORE COMPETENCIES

1. **Active Communications (Verbal, Written, Listening Skills)** – Clearly expresses ideas, information, and concerns both verbally and in written format in both positive and negative situations. Actively listens, offers full attention when others speak, gives verbal and nonverbal cues of interest, asks questions for clarification, and paraphrases to ensure understanding. Actively seeks and disseminates information from and to a variety of sources, accepts responsibility for ensuring that people have the current and accurate information needed for success, and asks questions to open channels of communication. Demonstrates group presentation skills, presents information and numerical data effectively, and actively participates in meetings.
2. **Professionalism** - Upholds organizational values, demonstrates sound business ethics, works with integrity and ethically in all situations, and treats others with respect and consideration at all times regardless of their status or position. Accepts responsibility for actions, reacts

well under pressure, follows through on commitments, and demonstrates consistency between words and actions.

3. **Team Player** - Identifies with the larger organizational team and their role within it by balancing team and individual responsibilities, sharing resources, responding to requests from other parts of the organization, supporting larger legitimate organizational agendas, and putting the success of the team above personal interests. Exhibits objectivity and openness to others' views, gives and welcomes feedback, contributes to building a positive team spirit, recognizes accomplishments of other team members, and builds morale and commitment to goals and objectives.
4. **Adaptability** – Utilizes a flexible approach or method to best match the environment, situation, or person. Manages competing demands and is able to adapt quickly and positively to frequent changes, delays, or unexpected events.
5. **Customer Orientation** – Views the organization through the eyes of the customer, anticipates and meets customer needs, solicits customer feedback to improve service, responds promptly, and effectively manages difficult or emotional customer situations
6. **Develop Relationships** – Builds and maintains relationships that incorporate cooperation, trust, and respect by devoting the appropriate time and energy to facilitate business transactions. Relates to others while building credibility and rapport, communicates in an honest and straightforward manner, and maintains networks
7. **Initiative** – Operates in a proactive manner, identifies needs and opportunities, calculates risks, and takes independent action. Undertakes self-development activities, seeks increased responsibilities, asks for and offers help when needed, and volunteers readily.
8. **Organizing and Planning** – Plans, organizes and effectively manages to maximize efficiency and productivity. Sets goals and objectives, prioritizes and plans work activities, identifies specific action steps and resources, anticipates problems and develops contingency plans.
9. **Problem Solving & Decision Making**– Able to identify problems, solve them, and show good judgment by isolating causes from symptoms, gathering information from a variety of sources, compiling information and solutions, involving others as appropriate, readily committing to action, and making decisions that reflect sound judgment in a timely manner. Able to identify and choose between multiple options, work well in-group problem solving situations, understand consequences of potential decisions, and support and explain reasoning for decisions.
10. **Sales/Persuasion** – Establishes rapport and trust while determining customer needs, presents products or services that address the customer's needs, overcomes objections, offers

alternatives, persists and closes while maintaining rapport, and exerts influence over outcome through trust and competence.

11. **Technical Expertise** – Maintains the minimum knowledge and skills required for the position, assesses strengths and weaknesses, pursues training and development opportunities to continuously build skills, and serves as a resource for the organization.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL DEMANDS

1. Must be able to remain in a stationary position 50% of the time.
2. Must be able to bend, climb stairs, and continuously stand or walk 25% of the time.
3. Must be able to occasionally move within the office to access file cabinets, office machinery, etc.
4. Must be able to lift 10-20 pounds (for example: packages, copy paper boxes, etc.)
5. Must be able to communicate effectively by listening and also in both written and verbal forms.

WORK ENVIRONMENT

1. Generally, works in an office environment but may occasionally be required to perform job duties outside of the typical office setting.
2. This position regularly requires large amounts of time to be spent using and viewing computer screens and equipment, which generally entails regular and repetitive motions.
3. May occasionally be exposed to fumes, airborne particles, or chemicals. All safety procedures should be adhered to in each of these situations

SIGNATURES

This job description has been approved by all levels of management.

Manager Signature: _____

Date: _____

Human Resources Signature: _____

Date: _____

The employee signature below constitutes the employee's understanding of the requirements, essential functions and duties of the position.

Employee Signature: _____

Date: _____

Bona US is an at-will employer. Therefore, both the employee and the employer retains the option of ending the employment relationship with the Company at any time, with or without notice or cause. Neither this document nor any other oral or written representations may be considered a contract for any specific period of time.

