Bona®

POSITION DESCRIPTION

POSITION TITLE: Tech & Training Specialist

DEPARTMENT: Technical Support

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Director of Professional Product Development and Customer Relations

POSITION PURPOSE

This individual is responsible for providing technical support, training, demonstrating, and educating professional hardwood floor contractors and consumers on Bona's complete line of machines, abrasives, adhesives, stains, finishes, and maintenance products. This position is responsible for providing phone triage for customer technical problems, facilitating Bona's contractor training schools, testing products, and providing support to the sales teams. This position is also responsible for maintaining and increasing the necessary technical knowledge of industry products, regulations, and trends.

QUALIFICATIONS

EDUCATION REQUIREMENTS:

1. Minimum of a high school diploma and/or equivalent work experience.
2. Formal training and experience in hardwood floor instillation and maintenance, technical support, and/or sales.

CREDENTIALS:

1. Must have 1-3 years industry experience.
2. Must demonstrate self-motivation, enthusiasm, organizational skills, and be goal-oriented.
3. Must demonstrate effective verbal and written communication and presentation skills.
4. Must be able to travel as needed.
5. Must be able to lift and carry at least 50 pounds

ESSENTIAL FUNCTIONS

RESPONSIBILITIES:

1. Provide technical support via the phone for all customer technical problems.
2. Train and educate professional hardwood floor contractors
3. Facilitate, lead, and and/or assist with Bona's Contractor Schools
4. Assist in the testing of products and report of findings in a timely and conclusive manner.

5. Support the industry, the sales team, and Company related events and activities, including but not limited to trade shows, training schools, and regional training center activities.

6. Maintain and increase technical knowledge of industry products, regulations, and trends.

7. Review current operating procedures, identify areas of improvement, and implement more effective measures.

8. 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.

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. **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.

3. **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.

4. **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

5. **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

6. **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.

Bona®

7. **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.

8. **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.

9. **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 an closes while maintaining rapport, and exerts influence over outcome through trust and competence.

10. **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.