



Position: Laundry Warewash Specialist
Department: Sales
Location: Varied
Reports To: Regional Sales Director / District Sales Manager
Supervisory Responsibility: None
FLSA Classification : Exempt
Last Update : 4/2021

Position Summary:

Laundry Warewash Specialist will serve as the main point of contact for all Laundry and Warewash operations in the region. All new Laundry Warewash Specialists will progress through an extensive training program that prepare the employee to progress in this field.

Essential Functions:

- Work in conjunction with RSD, DSM, and Account Managers on internal and external laundry prospects.
- Prospects assigned targets with the intent to conduct field surveys for internal and external potential Laundry and Warewashing accounts to determine appropriate dispensing devices and Hillyard chemistry.
- All Prospect activities and email communications need to be directed and documented within Dynamics.
- Presents and closes new laundry opportunities, assists in the initial development of the Laundry and Warewash program.
- Provide sales support for existing customers and cultivates long-term relationships that lead to increased sales.
- Provide extensive hands-on product and solution training to customers.
- Possesses ability to diagnose and troubleshoot Laundry and Warewash issues.
- Initializes and schedules all Planned Maintenance activities within the region.
- Schedules and conducts Laundry and Warewash installations within the region.
- Provide additional sales support as directed by regional sales leadership.

Education & Experience:

- Bachelor's degree from a four-year college or university (preferred).
- Three plus years of blended technical and sales experience.
- Laundry/Warewash industry knowledge would be a plus.



Qualifications Continued:

- Be mechanically inclined and have a basic understanding of electricity and plumbing.
- Demonstrate ability to build strong relationships, influence customers and build trust.
- Team player with the ability to work with many types of customers and co-workers.
- Basic personal computer skills including email, word processing, spreadsheets, graphs, etc.
- Able to troubleshoot and solve customer issues.
- Strong understanding of laundry and chemistry.
- Must be able to effectively manage time and work.
- Ability to utilize CRM tools.
- The ability to work independently as well as in a group environment.

Competencies:

Company Competencies

- Customer 1st Attitude
- Adaptability
- Concern for Safety
- Integrity & Ethics
- Pursuit of Excellence/Lifelong Learning
- Teamwork

Role Competencies

- Accountability
- Attention to Detail
- Communication
- Customer Focus
- Decision Making & Judgement
- Keeps Commitments/Meets Deadlines
- Operation and Control
- Operation Processes
- Positive Attitude
- Problem Solving
- Professionalism
- Regulatory Compliance
- Relationship Building
- Technology Proficient
- Time Management



Equipment Used:

Uses a variety of office equipment including, computer, printer, copier, fax and phone. Uses other equipment relating to Hillyard product lines.

Working Environment:

Requires the employee to work both inside and outside in heat/cold, wet/humid, and dry/arid conditions. May be required to use personal protective equipment to prevent exposure to hazardous materials in various settings.

Travel:

Extensive travel throughout the region:

Some overnight travel may be required also. Up to 25%

Physical Demands:

The physical job demands include maximum occasional lift of 25 lbs. from floor to 50 in; maximum occasional lift of 50 lbs. from floor to 36 in; maximum occasional carry of 50 lbs. for 50 ft; maximum occasional horizontal push/pull force of 35 lbs. at 47-52 in height for 18 in; maximum occasional horizontal push/pull force of 20 lbs. at 36 in height for 50 ft; maximum occasional climb of 18 in in/out vehicle; occasional climb stairs 8-10 in height; maximum occasional grip force of 100 lbs.; maximum occasional forward reach of 36 inches; maximum occasional lateral reach of 24 inches; occasional bend; occasional crouch/kneel; occasional neck extension; occasional neck flexion; occasional neck rotation; occasional trunk rotation; occasional fine motor coordination; constant hand coordination; constant foot coordination; occasional balance; occasional lying supine, side-lying, or prone; constant sitting; occasional standing; and occasional walking. PDC Level: MEDIUM

Eligibility:

- Must be legally authorized to work in the United States without restriction.
- Must be willing to submit to a background investigation, including criminal history and motor vehicle check.
- Must be willing and able to pass a post-offer drug screen and physical.

EEO Statement

EEO Employer W/M/Vet/Disabled