



<b>Position:</b>	<b>Sales Trainee</b>
<b>Department:</b>	<b>Sales</b>
<b>Location:</b>	<b>Varied</b>
<b>Reports To:</b>	<b>District Sales Manager</b>
<b>Supervisory Responsibility:</b>	<b>None</b>
<b>FLSA Classification :</b>	<b>Exempt</b>
<b>Last Update :</b>	<b>3/2019</b>

**Position Summary:**

The Sales Trainee is responsible for working with the Hillyard District Sales Manager's and/or Regional Sales Director to learn the responsibilities of establishing and maintaining end user customers. They are trained by management and work with their peers in the Sales Field. Successful Sales Trainees will be given the opportunity to transition to an Account Manager after training is complete.

**Essential Functions:**

- Learn all aspects of being a Hillyard Account Manager and a Facilities Cleaning Expert
- Complete training on Product Knowledge, CCAP, ESTM, HSP, SAP, HSS, CRM, Night Demos and other various Hillyard programs
- Learn how to maintain a solid business relationship with customers that includes accurate pricing, current product information and demonstration, employee training and implementation of Hillyard marketing programs.
- Analyze customer needs and develop recommendation to improve employee productivity, lower cleaning costs and improve cleanliness by following the critical steps of our ESTM program.
- Train on the full use of the (ESTM) Evaluate, Standardize, Train, Manage program, with a high degree of emphasis on learning how each segment of the total program works in harmony with the other.
- Utilize the Cleaning Cost Analysis Program (CCAP) and understanding how the software works to the extent that a Sales Trainee could successfully move a CCAP project through all steps with customers to a final installed conclusion.
- Assist and present CCAP to customers, participate in the count and measure activities of buildings and make recommendations to customers.
- Participate in Trident equipment demonstrations and customer training to include the trailering equipment.
- Understand and present all Hillyard "strategic" and "alliance" supplier product categories successfully.
- Understand and present Hillyard Above laundry and ware wash product systems.
- Document all training and demos.
- Install chemical, soap, and paper dispensers as needed



### **Education & Experience:**

- High school diploma or equivalent, required
- A Bachelor's degree (BA) from a 4-year college or university, preferred

### **Qualifications:**

- Strong verbal and written communication skills (email and documents).
- A demonstrated level of experience in presenting and training in both small and large groups.
- Requires excellent organizational and time management skills to manage sales territories in an efficient and effective manner.
- Proficient in Microsoft Office suite. Must be able to prepare word documents, PowerPoint Presentations, Excel spreadsheets, and learn to work within the SAP, CRM and CCAP software.
- Valid state driver's license with no major traffic violations within the past 5 years.
- Ability to work a flexible schedule based upon customer needs for product demonstrations and training.
- Ability to solve practical problems and deal with multiple variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form

### **Competencies:**

#### **Company Competencies**

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

#### **Role Competencies**

- Best Practice Evaluation
- CCAP
- Cleaning Processes
- Communication
- Documents Value
- ESTM (Evaluate, Standardize, Train and Manage)
- HGM Product Knowledge
- HSP Selling Process
- Keeps Commitments/Meets Deadlines



### **Role Competencies Continued**

- Mechanized Maintenance
- New Business Development
- Problem Solving/Troubleshooting
- Sales Goals/Objectives
- Technology Proficient
- Training

### **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:**

Heavy travel: up to 50% (U.S.)

### **Physical Demands:**

The physical job demands include maximum occasional lift of 51 lbs. from floor to self-selected height; maximum occasional carry of 51 lbs. for 250 ft; maximum occasional horizontal push/pull force of 50 lbs. for 250 ft; maximum occasional vertical push/pull force of 60 lbs.; frequent forward reach of 30 inches; frequent lateral reach of 24 inches; occasional reach overhead of 75 inches; frequent bend; occasional crouch and kneel; occasional neck flexion; occasional neck rotation; occasional trunk rotation; occasional foot coordination; frequent hand coordination; occasional fine motor coordination; occasional balance; frequent sitting; frequent standing; and frequent walking. PDC Level: HEAVY

Additional Information: Physical demands of Sales Trainee may change daily depending on delivery of product to customers, product demonstration, and type of vehicle driven. The Sales Trainee may be exposed to vibrations with using power drill.



**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