

JOB DESCRIPTION/POSTING



Title: Product Support Specialist Position No.: _____
Reports to: Name/Title: Johnny Merrifield/ Job Code: _____
HR Rep/Fax No: Emily Mack-Olson Replacement: Addition: College Recruit:
Division/Location: Hydraulic Tools/Field Dates Posted From: _____ To: _____
Department: Sales Approved by: Marty Schnurr, President
Market Range: \$ 45,000 - \$ 55,000 Band/Grade: N/A Date Written: 10/17/11

Summary:

The Product Support Specialist (PSS) role for Hydraulic Tools is focused on the end-user customer with the ultimate goal being to increase sales and gain market share.

Organizational Relationship:

Reports to the Handheld/Underwater Global Sales & Account Manager. No direct reports.

Dimensions:

This position is focused on the Handheld product line.

Major Tasks and Level Accountability:

The PSS will manage technical product communication in a given territory which includes product training, safety training, tool audits, productivity recommendations, etc.

- a. User on-site visits, user tool training and/or product awareness sessions, user safety seminars
- b. Distributor sales training on product specifications and safety seminar training is required
- c. Planning, attending and executing distributor open houses, trade shows, industry events and other events as necessary

Knowledge and Skills:

1. Proven leadership skills
2. Excellent written and verbal communication skills; good presentation skills with varying sizes of audience
3. Ability to negotiate
4. Strong work ethic
5. Facilitation skills
6. Microsoft Office Skills (Word, Excel, PowerPoint, Outlook)
7. Demonstrated success in problem solving; must be creative, resourceful and innovative
8. Ability to organize, work independently and manage time effectively
9. Superior interpersonal skills
10. Ability to function as part of a team
11. Ability to lift products and samples, set up displays and exhibits and conduct hands on tool demonstrations.
12. Self motivated with high energy and a positive attitude with ability to drive growth

Education or Experience sought:

Bachelor's Degree required
Relevant internships and some work experience
Excellent driving record
Willing to travel 70-80% of the time including weekends and weeks at a time

If interested, please contact:

[Erica Donahue](#)
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