

**Position Title:** Blend  
**Department:** Installers  
**Reports to:** Regional Manager and/or Regional Technical Manager  
**FLSA Status:** Non-Exempt



## **POSITION SUMMARY**

Responsible for increasing business and partnership opportunities in new and developing markets. Works with integrity, ethics, and empathy in an effort to establish the Acorn brand in new markets. This individual will also continuously build and develop ongoing, profitable relationships by continuously selling Acorn's products and services while maintaining a professional company image.

## **ESSENTIAL FUNCTIONS**

- Partners with durable medical equipment companies, pharmacies, and other potential clients to generate new leads.
- Cultivate customer relationships in order to produce referrals.
- Conduct sales presentation consistent with customers' needs.
- Emphasize product features and benefits, offer price quotes, discuss finance options and prepare sales order forms and overcome objections of prospective customers.
- Measure customer's staircase(s) to ensure proper installation in accordance to Acorn's standards.
- Complete all post-sales administrative activities.
- Works with inside sales support team to keep account activities and literature up to date.
- Install modular rail systems to residential staircases (indoor, outdoor) and test transformer wiring and power supply.
- Install carriage and seat to rail systems and complete diagnostic checks.
- Troubleshoot and service any/all components of carriage/seat/rail system.
- Track and maintain bar code based inventory control system for all vehicle and company inventory assigned.
- Complete work reports for each field visit and liaise with installation and tech support department for adequate reconciliation of payments, parts and service.
- Collect and forward all payments in accordance with Acorn's Payment Acceptance Procedure.
- Perform annual service visits and completes preventive maintenance and testing on all systems.
- Complete all initial and recurrent training modules to maintain authorized Acorn training standards.
- Must be able to work every other Saturday.
- Maintains all company provided equipment (vehicle, technology, uniforms, storage facility) to company published standards.
- Observes all health/safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly.
- Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.

## **KEY PERFORMANCE INDICATORS**

- Blends are responsible for producing and maintaining a 35% successful sales rate for in home sales appointments.
- Meeting production and activity standards set by management.
- Establishment of new clients and business partnerships and the development of new business in designated territory.

## **SKILLS**

- Must be computer savvy using applications Microsoft Office, Windows PC.

- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Ability to apply concepts of basic algebra and geometry.

#### **ATTRIBUTES**

- Strives to continuously build knowledge and skills.
- Manages difficult or emotional customer situations.
- Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions.
- Gives and welcomes feedback; Supports everyone's efforts to succeed.
- Writes clearly and informatively; Edits work for spelling and grammar.
- Follows policies and procedures; Completes administrative tasks correctly and on time;
- Supports organization's goals and values.
- Adapts to changes in the work environment; Able to deal with frequent change, delays, or unexpected events.
- Follows instructions, responds to management direction; Takes responsibility for own actions; Completes tasks on time or notifies appropriate person with an alternate plan.
- Meets productivity standards; Strives to increase productivity.
- Adheres to work schedule.

#### **EDUCATION / EXPERIENCE**

High school diploma or general education degree (GED); or one to three years related experience and/or training; or equivalent combination of education and experience. Two to three years' experience in Sales.

#### **PHYSICAL REQUIREMENTS**

The employee must regularly lift and /or move up to 100 pounds.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit and stoop, kneel, crouch, or crawl.

Commits to long hours of work when necessary to reach goals; weekends may be required.

Drivers' license required; prolonged amounts of time operating a vehicle.

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

#### **WORK ENVIRONMENT**

The noise level in the work environment is usually moderate.

While performing the duties of this job, the employee is frequently exposed to outdoor weather conditions.

**NOTE: This job description is not intended to be all-inclusive.**

Please acknowledge your review and acceptance of this job description in the space provided below.