



F.W. WEBB COMPANY

## Job Posting

Position Title: Customer Product Growth Specialist

Location: Northampton, MA

Reports To: Store Manager

Pay Range: \$60,000 - \$90,000 annually

### Responsibilities:

- Utilize technical expertise of products, industry, and discipline to service customers with respect to all aspects of relationship including bid proposals, product usage, alternative products, etc. in order to establish and maintain effective relationships with those customers.
- Consult with customers on technical aspects of products and appropriateness for specific projects; including troubleshooting on technical issues, advising customers on products and costs, evaluating specs and bid submissions, and recommending sourcing and pricing bids for customers.
- Conduct testing and calculations on products to determine appropriate calibration for specific applications.
- Work with customers to obtain specialty material for specific projects through the use of purchase orders or by authorizing product transfers between FW Webb locations.
- Collaborate with outside and inside sales team to advise, source, and present quotes that meet technical specifications of customer jobs and projects.
- Recommend to General Manager products to add or drop from inventory as well as recommend price changes to remain competitive.
- Develop strategies to meet and exceed corporate growth goals.
- Effectively handle customer service issues; including following up on long-lead time purchase orders, keeping customers informed of any changes, and providing other concierge services as key point of contact in order to establish and maintain effective customer relationships.
- Serve as an extension of FW Webb's customers with respect to understanding and anticipating customer needs in order to help grow the customer's business and enhance their experience with the company.

### Qualifications:

- Previous specific discipline experience essential: i.e. plumbing, heating, HVAC/R.
- Bachelor's degree preferred; sales/marketing/customer service experience preferred.
- Good interpersonal skills, excellent verbal, and written communication skills essential to market FW Webb to new/existing customers.
- Aptitude to work through multifaceted issues and to tackle technical issues based on experience.
- Working knowledge of Excel, Word, e-mail, and internet.
- Superior technical knowledge in one or more specific disciplines.

- Working knowledge of Excel, word, internet, e-mail, and web browsers.
- Comfortable working in a fast-paced office environment
- Occasional Travel
- Strong customer service focus based on technical proficiency and product knowledge.
- Ability to provide a high level of customer service in order to market FW Webb to new/existing customers.