

## **Mobile Product Demonstrator**

### **Job Description**

Status: Full-Time – Salary Exempt Position

Schedule: 45-50 hours per week

Supervisor: National Sales Manager

### **Summary:**

The ideal candidate for this position is inspired by making a difference to customers in the water and wastewater communities across the world. Your focus will be supporting our sales and marketing efforts by traveling with our sales reps to customer sites, engineering firms, and trade shows to give presentations with our sales representative network.

To thrive within this position, you will need to enjoy being with yourself for long periods of time while traveling. You will drive through urban and rural settings across the United States and into Canada, working in partnership with our network of representatives to schedule customer presentations and assure that the resource of the trailer is fully utilized. This position requires that you take pride in presenting Duperon equipment, and that you love being the face of our company to our representatives and customers. Assuring that the truck and trailer is clean, organized, and well-stocked is a critical accountability in this role. You must also assure adherence to DOT driving rules and perform or schedule regular vehicle and trailer maintenance while on the road or at home. You will be required to represent our distinct culture to our customers, representatives, and team. We are not interested in conducting “business as usual”; everyone you contact should experience extraordinary service and partnership.

You will need to display an attitude that has proven to be customer-focused, which will have you deliver on the promises you make with integrity. You must convey our company standard of “you’ll like working with us!” to all you contact. You are on the team to generate sales.

### **Essential Functions:**

The below is an overview of the essential functions of this position; however, the specific duties listed with each are a summation.

#### **1. Scheduling and Maintenance:**

- a. You will work with representatives and regional sales managers to create an 8-week rolling calendar.
- b. You will be required to manage requests for support as well as seek time in territory with representatives. You must manage your travel schedule to assure that you are on time for all commitments, with a truck and trailer in “show ready” condition.

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- c. It is critical that you be agile with scheduling changes. The Duperon® Demo Trailer is a vital sales and marketing tool, and it is important that it be as productive as possible. Assuring this sometimes means making accommodations to assist representatives in closing a sale.
  - d. You will be required to consider the seasons and climate as you schedule your calendar, remaining in the south in the winter and reserving travel in the mountains and northern areas for summer months.
  - e. You will be required to attend certain trade shows as well as company meetings (scheduled well in advance for planning purposes).
  - f. You will be accountable for the maintenance schedule of the truck and trailer. Routine maintenance, such as oil changes and tire rotation, can be performed while on the road. Annual maintenance or major repairs should be performed in Michigan unless emergency dictates otherwise.
  - g. It is vital that the truck and trailer be kept impeccably clean, neat, and organized. It is important that you understand that each site and customer will view the truck and trailer as a direct reflection of our company. You will be required to mop floors, wipe counters, and shop for and stock supplies, as well as beverages and snacks.
  - h. You will work in partnership with the marketing department to assure that the trailer is stocked with marketing materials, such as brochures and giveaways for those who attend presentations.

2. **Traveling:**

- a. Your travel schedule will vary dependent on the needs of our representatives and customers.
- b. A typical schedule puts you on the road for 2-3 weeks at a stretch, followed by a week at home. While home you may need to spend some time in the office to handle truck/trailer maintenance, upgrades, etc.
- c. Travel to Canada requires that you have a working understanding of customs, and that you work in partnership with the marketing department to assure that you have the correct paperwork for each crossing. You must allow time in your schedule for potential delays and have patience for the process.
- d. Safe driving habits are vital, along with daily inspections of the vehicle and trailer. All defects, repairs and maintenance must be documented.
- e. You must maintain a good driving record to remain insured, as well as to retain a Class A-CDL endorsement.

3. **Presentations:**

- a. Each representative and territory has its own style. You must learn to adapt to what works for each, while assuring that the information presented is in line with Duperon culture and the most current product information. This may require that





you support and answer questions; ~~in some territories, you may be~~ as the main presenter.

- b. In this role, it is crucial that you know your audience and present information in a way that meets their needs and shows an understanding of the issues they are working to solve.
- c. You must bring the voice of the customer back to our internal team. While traveling, it is vital that you listen for the issues customers are trying to solve, and that you report what you are hearing.

4. **Administrative:**

- a. You will be required to complete daily DOT logs and assure you are adhering to all the DOT requirements, working with the HR manager on any issues that may arise.
- b. You will be required to schedule your DOT physicals through the HR manager.
- c. You will submit weekly report & visitor logs gathered from visits.
- d. You will submit all receipts and expenses to accounting on a weekly basis for expense reports.
- e. You must record and track vehicle maintenance logs and complete safety inspections in accordance with DOT and state requirements. This includes securing permits for use in states where required.
- f. You will document and report any issues with the vehicle/trailer while on the road to the Controller/CFO.
- g. Follow the rules for reporting any damage or accident while on the road.
- h. Report any citations/tickets you receive to the HR manager within 24 hours.

**Requirements:**

**Education:**

- a. REQUIRED: High School diploma (minimum)
- b. REQUIRED: Class A – CDL License
- c. PREFERRED: Associate’s or bachelor’s degree in business administration, sales, marketing, or proven experience in related fields.

**Experience:**

- a. REQUIRED: 5 years of driving a truck and trailer in all types of weather and environments (mountains, cities etc.). NOTE: This is a heavy-duty pick-up truck pulling an enclosed trailer.
- b. REQUIRED: Proven background in understanding mechanical equipment. Ability to understand blueprints.
- c. REQUIRED: Proficiency in Microsoft Office, including Excel, Word, and PowerPoint.
- d. REQUIRED: Proven customer service experience.



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- e. STRONGLY PREFERRED: Experience working on vehicles, knowledge of diesel mechanics.
  - f. STRONGLY PREFERRED: Knowledge of DOT rules and experience keeping driving logs.
  - g. PREFERRED: Sales experience.
  - h. PREFERRED: Experience selling to municipal water and wastewater markets.
  - i. PREFERRED: Knowledge of hydraulics and industrial controls is a plus.
  - j. PREFERRED: Small business experience is helpful, due to the multi-tasking requirements of this position.

**Skills:**

- a. REQUIRED: Professionalism and integrity; able to represent the company well.
- b. REQUIRED: Excellent phone voice, upbeat and personable, appropriate for sales – love working with customers.
- c. REQUIRED: Presentations Skills along with the ability to learn the company product portfolio and present our equipment to customers, able to adjust to audience as necessary.
- d. REQUIRED: Conflict management skills.
- e. REQUIRED: Mechanical aptitude; strong conceptual skills; ability to comprehend and communicate mechanical concepts.
- f. REQUIRED: Ability to multi-task well, with the ability to prioritize to assure safety, efficiency and customer satisfaction.
- g. REQUIRED: Proven “customer-focused” attitude; demonstrated ability to follow up and keep promises; reliable.
- h. REQUIRED: Ability to consistently maintain processes and protocols.
- i. REQUIRED: Must be able to use proper grammar and correct spelling; must be able to communicate professionally in person as well as through email.
- j. REQUIRED: Must be self-initiating, independent, possess good problem-solving skills, and work well with a team. Must have the ability to organize time and diverse responsibilities.
- k. REQUIRED: Must be fiscally responsible when planning trips or trade shows on behalf of the company. Proven experience in making sound business decisions.

**Working Conditions:**

- a. Our headquarters are located in Saginaw, Michigan.
- b. Drug-free, non-smoking environment (including the truck and trailer).
- c. Must be able to meet the driver qualifications to obtain and maintain the CDL requirements.



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- d. Maintain an overall good driving record to meet insurance requirements.
  - e. Use of a computer/tablet and speaking on the phone are daily functions in this position.
  - f. You will need to be able to sit or stand for long periods of time while traveling or in meetings, as well as while doing desk work. Ability to drive to 8-10 hours in a day with breaks is a requirement.
  - g. Night driving is required.
  - h. Customer site conditions vary greatly, and you will be exposed to all types of weather and temperatures. You will be subject to the varying environments of wastewater treatment plants, industrial plants, hydroelectric plants, etc.
  - i. While at customer sites you may need to climb stairs or traverse varying conditions, including uneven terrain and long distances. At times, you may be required to be in close proximity to others, while presenting in the trailer, at a trade show, or in an office setting.
  - j. Housekeeping: Maintaining the trailer will include sweeping, mopping etc. to maintain impeccable standards. Stooping and/or kneeling may be required at times.
  - k. Duperon Corporation is an excellent business opportunity for an individual who is dedicated and looking to establish a career. There is potential for a person who wishes to grow with the business. These opportunities can be realized if the ability and desire to drive one's personal development is present to meet the corporate strategic objectives.
  - l. Duperon Corporation is a dynamically-paced company with a fast-growth strategy – which often means that protocols and processes that were appropriate a year ago are no longer valid. An individual should examine their personal style and preferences to determine whether this would be a suitable environment.

**Other Requirements:**

- a. Must be appropriately and professionally attired to business standards and practice good hygiene. Duperon supplies logo apparel (shirts and coat)
- b. Must have a high level of personal integrity, ownership, and pride; must see something possible for oneself as an individual within the company vision.
- c. Physical Requirements: Able to manage long periods of driving in all types of weather and road conditions. Sitting for long periods of time. Able to stoop, bend and kneel as needed to properly clean trailer and equipment. Standing for extended periods of time to give presentations or represent our company at trade shows. Walking extended distances over varying types of terrain or building layouts. Able to climb stairs if needed.

Administrative work –DOT records, customer records, travel expense reports etc.



