



Position:	Chemical Sales and Service Representative	Department:	Purchasing
Classification:	Salary/Exempt	Reports To:	Non-Perishable Category Manager
Date Created:	12/14/2009	Last Revised:	05/16/2023

Job Overview:

The Chemical Sales and Service Representative is responsible for managing the sales of the chemical program at Ginsberg's Foods. The Chemical Sales and Service Representative will work in conjunction with a third-party chemical service department to provide installation and service of chemical equipment for Ginsberg's customers.

Essential Functions:

1. Responsible for growing the Chemical Sales program at Ginsberg's, working daily to ensure all customer's needs are met.
2. Responsible for the development of sales leads and sales promotions provided by Category Manager and District Sales Managers.
3. Performs daily cold calling and sales lead follow-up.
4. Surveys kitchens for equipment and chemical requirements and converts into customer proposals.
5. Installs equipment and/or performs preventative maintenance measures on installed equipment.
6. Provides in-service training for new and established accounts.
7. Trains and motivates the Ginsberg's sales team to encourage their selling and growing of the company's chemical business.
8. Partners with third-party chemical service company technicians to set priorities and schedules for preventative maintenance and service appointments.
9. Partners with third-party chemical service company sales teams for service issues, technical assistance, marketing, competitive issues, equipment and product support.

Additional Responsibilities:

1. Participates in sales events, such as the food expo and sales meetings, to develop and promote knowledge of the chemical sales category.
2. Works closely with other company departments to meet customer needs.
3. Reviews sales reports to determine necessary course of action with customers.
4. Prioritizes key customer relationships to ensure their ongoing satisfaction with the Ginsberg's dispensed chemical products.
5. Supports the sales department by showing and discussing the coffee and dispensed beverage programs while on chemical sales calls.
6. Performs other related work as required or directed.

Knowledge, Skills, and Abilities:

1. Strong knowledge of selling and servicing chemicals, dish machines and/or kitchen equipment.
2. Ability to survey the kitchen, laundry, and housekeeping departments to determine what chemical products will be best suited for use in that environment.
3. Ability to develop and manage a working funnel of sales opportunities.
4. Ability to prepare proposals and present pricing to potential customers.
5. Working knowledge of all aspects of cleaning a kitchen, including but not be limited to, how chemical products such as delimer, oven and grill cleaner, as well as high and low temp detergents are used for cleaning.
6. Working knowledge of water chemistry and how it impacts kitchen and laundry end results.
7. Ability to use sound judgment and maturity when dealing with unexpected issues.
8. Ability to perform multiple tasks in a fast-paced, team-driven work environment.
9. Ability to work independently and without constant direct supervision.
10. Ability to follow written and verbal instructions.
11. Ability to understand documented best practices and operate according to the same.
12. Ability to lift/move 40 pounds while working with product and equipment.
13. Possesses a customer service, team-oriented attitude.
14. Good organizational abilities, follow-up skills, and attention to detail both in their work and when communicating with the team.
15. Strong English language aptitude, including the ability to communicate effectively verbally and in writing.
16. Strong active listening skills, necessary to understanding the needs of customers.
17. Proficient in the use of Microsoft Office applications, such as Excel, Work and Outlook.

Education/Experience (Preferred Minimum Qualifications):

1. Possession of a High School Diploma or GED with formal training pertaining to the use of chemicals for laundry and ware washing operations.

Licenses/Certifications/Special Requirements:

1. Must be able to pass a pre-employment drug screen.
2. Subject to a pre-employment background check.
3. Subject to random and reasonable suspicion drug testing.
4. Must maintain a valid Driver's License at all times while in this position.
5. Must maintain minimum insurance requirements per company policy.
6. Frequent, long-distance, travel can be expected within the service territory.

Physical Requirements:

Requirement	8 Hour Schedule	10 Hour Schedule	As % of Time
Limited	0 – 1 hour	0 – 1 hour	Less than 1%
Occasionally	1 – 2 hours	1 – 2.5 hours	Equals 1% to 25%
Frequently	3 – 4 hours	2.6 – 5 hours	Equals 26% to 50%
Repeatedly	5 – 6 hours	5.1 – 7.5 hours	Equals 51% to 75%
Continuously	7+ hours	7.6 + hours	Equals 76% to 100%

Activity	Duration
<i>Sustained Postures</i>	
Sit:	<i>Repeatedly</i>
Stand:	<i>Frequently</i>
Walk:	<i>Frequently</i>
<i>Intermittent Activity</i>	
Bend:	<i>Frequently</i>
Kneel/Squat: maybe limited	<i>Frequently</i>
Climb Stairs:	<i>Frequently</i>
Crawling:	<i>Limited</i>
Overhead Reach:	<i>Occasionally</i>
Typing/Keyboard	<i>Frequently</i>
Vehicle Operation:	<i>Frequently</i>
PPE/Special Clothing: (boots, gloves, etc)	<i>Limited</i>

Activity	Duration
<i>Repetitive Use of Hands/Wrists</i>	
Grasp:	<i>Frequently</i>
Push/Pull:	<i>Occasionally</i>
Fine Manipulation:	<i>Repeatedly</i>
Material Handling	lbs.
Lift:	0 - 80
Carry:	0 - 80
Push:	0 - 80
Pull:	0 - 80
<i>Miscellaneous</i>	
Exposure to Heights:	<i>Limited</i>
Exposure to Packaged Chemicals*:	<i>Limited</i>
Exposure to Temperature Contrasts:	<i>Frequently</i>

*SDS available for all chemicals handled.

Employee Acknowledgment of Job Description Limitations

I understand that this Job Description is not a contract between me, _____ (full name) and Ginsberg's Foods.

I am aware that nothing in this Job Description restricts Ginsberg's Foods right to assign and/or reassign duties and responsibilities at any time.

I further understand that business needs may, on occasion, make overtime work, rotational schedules, and weekend work necessary. I agree to accept these terms as a condition of my employment.

I acknowledge that I am free to resign from employment at any time for any reason. Ginsberg's Foods similarly retains the right to terminate my employment at will.

I hereby acknowledge that I have received a copy of this Job Description, have read it, and agree that it accurately describes the duties of the position, and I further acknowledge that I understand its contents.

Employee Signature

Date

Full Employee Name (Please Print)

Supervisor Signature

Date

Full Supervisor Name (Please Print)