



Sales Support Position

Job Title:	Sales Support
Reports To:	Sales Support Supervisor
FLSA Status:	Hourly Non-Exempt
Prepared Date:	August, 2016
Department:	Sales Support

Summary: The position involves working with the Wausau Homes Builder and/or Sterling Builder Systems Builders to help give scope and definition to the project and to help procure the proper materials for the project.

Tasks include but not limited to:

- Assist the builder with Ball park pricing, estimate pricing and firm price pricing.
- Communicate project details to Builders, Materials, Structural Design and the Shop.
- Identify required materials from builder spec and plans and verify continuity.
- Defining the window and door offerings using window and door quoting programs.
- Completing project costing.

Qualifications:

To perform the job successfully the person needs to have the following skill sets or ability to learn:

- Construction Knowledge
- Building Product and Estimating
- Structure Design background (preferred, but not required)
- Trouble shooting and problem solving

Education and or Experience

- Construction Management degree or two years of working experience in sales and building design/structuring capacity.
- Strong written and oral communication.
- Ability to thrive in a multi-task, self-directed, flexible environment.

Computer Skills

To perform this job successful, an individual should have the knowledge or ability to learn quickly the following packages:

- Estimating Programs
- Microsoft Suite



Sales Support Performance Expectations:

The performance standard of Sales Support:

1. To provide pricing support for the builder's projects using RIPP, BA+ and other 3rd party quoting software. Providing accurate– Ballpark, Estimates and Firm Pricing in less than 4 days' time.
2. To help the builder define the scope of work when pricing a project. Sales Support communicates to the builders any missing information and communicates any changes to match pricing, using e-mail, phone conversations, Homebuyer Selection Guide and builders plans.
3. Provide accurate option pricing per builders request in less than 2 days' time.
4. To communicate entirety of project to materials, structure design and shop using Homebuyer Selection Guide, builder's plans and any 3rd party list/software.

30 – Day Expectations: (Orientation period)

- Learn and recite core values
- Start learning the quoting process by shadowing trainer
- Understand which quoting programs are used and when

60 – Day Expectations:

- Continue learning quoting process
- Have an understanding of what is needed to start the quoting process
- Understand how the HSG relates to the Plan

90 – Day Expectations:

- Continue learning quoting process
- Understand how the HSG relates to pricing

6 – Months Expectations

- Consistently quote within one quoting program, RIPP or BA+
- Start to narrow the turnaround time of the quote to the Performance standard of 4 days.
- Be able to provide accurate option pricing within 2 day.
- Complete scheduling process and costing process
- Set goals to decrease turnaround and increase accuracy

9 – Months Expectations

- Continue to consistently quote within one quoting program meeting all performance standards.
- Start to learn 2nd quoting program – Typically BA+
- Continue scheduling and costing processes
- Increase accuracy of quote

1-Year Expectations

- Have the ability to quote within both RIPP & BA+
- Have the ability to self-manage incoming quote and amendments
- Minimize quote checks
- Have ability to quote check and process Sterling orders.