



JOB DESCRIPTION

Job Title:	Technical Development Manager
Incumbent:	TBD
Reports To:	Commercial Director – Greg McDonnell
Division:	Industrial
Date:	April 2019

General Summary

The Technical Development Manager is responsible for the proactive technical development and innovation of Cambrian's supplier base, in the Industrial environment. This is achieved by keeping well-informed of industry trends and competition, to provide innovative solutions to customers' needs. Combined with this, the TDM has an in-depth understanding of the company's product offerings to provide innovative solutions to customer's chemical and industrial raw material needs. Ultimately, the TDM is responsible for the profitable and sustainable growth of assigned sales territory through new client relationships and current account expansion.

Major Tasks and Responsibilities

Product Development and Innovation

- Utilizes Cambrian's resources to focus the team towards new and unique applications for supplier products
- Actively seeks complementary supplier/product opportunities, while providing continuous observation and gaining an understanding of where conflict may occur between Cambrian groups/suppliers.

Market Research and Analysis

- Sources, evaluates and communicates information and market needs to suppliers
- Attends international tradeshows in support of future unique market opportunities/trends
- Evaluates competitive products and their strengths

Technical/Marketing Liaison

- In collaboration with CD's, helps to develop new "go to market" strategies for suppliers and products
- In collaboration with the marketing specialist, and in support of the sales team, works to develop and execute new marketing materials that convey industry trends

Technical Sales Support to Account Managers

- Identifies situations that require technical sales support, where technical requirements exceed the expected level of knowledge for the sales team.
- Uses knowledge and expertise to provide technical sales support through joint calls, call report feedback, presentations, etc.

Sales (Building New Sales Territory and Customer Relationships/Maintaining and Expanding Current Account Portfolio)

- Where applicable, handle accounts that are not presently serviced by the team with a responsibility to build sales
- Increases profitability of assigned territory by prospecting new customers and adding new business to the portfolio
- Incorporates appropriate sales techniques when cold calling and prospecting new customers, ensuring effective communication of Cambrian's brand and market position
- Secures in-person customer visits with purchasing, R&D and sales & marketing contacts at potential customers
- Submits pre-call plans to Commercial Director and Product & Sales Coordinator
- Moves prospects through the Cambrian sales process to secure new business
- Uses appropriate techniques to develop an in-depth understanding of customers' businesses, and to identify potential needs
- Prepares and delivers sales presentations and product demonstrations, where applicable
- Addresses customer questions, concerns and inquiries, with timeliness and accuracy
- Logs call information in standard format within 48 hours of customer visit
- Increases profitability of assigned territory by expanding product sales with existing customers
- Continually seeks to diversify product sales portfolio by initiating new projects that use existing Cambrian products or require the sourcing of new products
- Develops relationships within active accounts with multiple key contacts
- Secures in-person customer visits with purchasing, R&D and sales & marketing contacts
- Submits pre-call plans to Commercial Director and Product & Sales Coordinator
- Moves prospects through the Cambrian sales process to secure new business at existing accounts
- Prepares and delivers sales presentations and product demonstrations, where applicable
- Logs call information in standard format within 48 hours of customer visit
- Cultivates customer relations through interactions at social events, tradeshow and industry functions
- Addresses customer questions, concerns and inquiries, with timeliness and accuracy
- Reviews monthly sales reports to determine any trending with increased or decreased sales by product, and by customer

Continuing Technical Education

- Seeks opportunities to enrich knowledge related to industries, on an ongoing basis
- Uses experience to recognize knowledge gaps on the sales teams, recommending and coordinating necessary training through suppliers or in house
- Attends/participates in industry events/educational sessions

Industries to be Developed

- Chemical Manufacturing
- Plastics (Polymers, Antioxidants, UV Stabilizers, etc.)
- Coatings, Adhesives, Sealants, Elastomers
- Rubber, Construction, Water Treatment (Potable and Waste)
- Municipal, Agriculture, Energy (non-Oil and Gas)
- Lubricants, Polymers
(Today's focus is H.I. and I – Cleaning and Formulating)

Other Duties and Responsibilities

Internal Relationship Management

- Sets regularly scheduled meetings with the relevant Commercial Directors, Product Managers and Product Coordinators, to provide the appropriate level of support to each commercial group based, on the needs of their suppliers.
- Sets regularly scheduled meeting with the sales teams to discuss and brainstorm focused customer campaigns which will generate new business.
- Participates in status meetings to discuss key accounts and prioritize activities to maximize territory growth
- Supports the internal shared resource teams (accounting, customer service, logistics, operations, marketing), as required

Administration

- Makes travel arrangements, while working within policy guidelines
- Completes monthly expense reports as directed by accounting department
- Updates eChempax with pertinent information

Education/Experience/Required Knowledge and Skills

- University or College degree, preferably in Chemistry or Chemical Engineering, or equivalent combination of education and experience
- Five years of Industry sales experience
- Proven technical knowledge in chemical industries or some of the chemical industries
- Effective written and verbal communication skills, and ability to adapt communication style to the audience
- Strong organization and interpersonal skills
- Exhibits good judgment and professionalism when dealing with both customers and internal team members
- Self-motivation, high energy, an engaging level of enthusiasm and a positive outlook
- Ability to negotiate win-win situations
- Software knowledge of Microsoft Office Suite (Outlook, Word, Excel and PowerPoint)
- Familiarity with Customer Relationship Management (CRM) software
- Willingness to travel
- Valid Driver's License and evidence of Insurability
- Fluent in English, and Bilingualism would be considered an asset

Work Environment and Conditions

- Home office, head office, customer locations, vehicle
- Business travel as required