



## **NEW POSITION**

**JOB TITLE: INTERNATIONAL PRODUCT SPECIALIST (IPS)**

**DIRECT MANAGER: FOUNDER/CEO; MARCEL KRINGE**

## **POSITION DESCRIPTION:**

This position requires a detail orientated, responsible and self-starting individual to build and maintain strong dealer/customer relationships for Bushel Plus Ltd.

The International Product Specialist (IPS) for Bushel Plus Ltd. plays an integral part in internal and external training for staff, farmers, dealers, and distributors. The job is on the forefront of customer service and will provide value pre, during and post-sale for everyone involved with Bushel Plus products.

Additionally, the role is responsible for product support as well as driving the development and support of warranty procedures (customer facing and internal processes). The candidate is motivated to grow into the support and execution of developing and testing new products and product changes. In this process the IPS will be involved on the customer facing side, as well as on the factory floor with our R&D and Ops team to design and support new ideas.

The IPS will also contribute to customer/dealer inquiries through phone/email communication and product demonstrations, with the goal of transferring these inquiries to leads/sales. In our fast-paced environment it is expected for this position to meet deadlines and contribute to a positive, safe, and high-quality culture.

This role will directly report to the CEO of Bushel Plus and later transition the reporting according to the updated organization chart as the company grows and as sales and product support teams work closely together in a team to create significant growth - potentially reporting to Director of Sales or Head of R&D in the future.

The role will entail a large portion of cross training with the Bushel Plus team as well as being involved in building out a strategy for distributor and dealer support. A valid driver's license, valid passport, and the legal ability to cross international borders are conditions of employment during the term of this agreement.

The role requires that the incumbent be able to self-manage their workload and schedules, requiring a strong decision maker, problem solver and forward thinker.

## **POSITION RESPONSIBILITIES:**

### **30% Customer/Dealer Training & Support**

- Work with internal teams to develop a training plan and process for streamlined dealer implementation.
- Train newly signed up and current dealers/distributors.
- Build great relationships with key stakeholders and personnel.
- Self-sufficiently plan & lead presentations at combine clinics about harvest management and product training. This involves public speaking in front of small & large groups.
- Filter customer concerns and feedback to the regional Technical Sales Manager (TSM). If information is received by the IPS, it should be brought to the appropriate TSM for follow up with the customer.
- Follow proper processes and work with the internal team on solutions as issues are raised by TSMs, dealers and/or farmers.
- Provide tradeshow support, capturing leads and explaining/demonstrating products.
- Maintain all dealer/customer information in Salesforce and ensure timely follow-up.
- Lead and execute warranty and potential recall claim programs.
- Plan and execute product demonstrations for customers and marketing campaigns.
- Take phone calls on combine set ups and product usage/concave configurations.



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### **30% Internal Company Support**

- Coordinate with the Leadership team to facilitate internal training sessions with Technical Sales Managers and other internal teams.
- Bring concepts for new products and product development forward to Founder/CEO & Head of R&D for review.
- Build relationships with staff members and create a communication system that ensures all remain aware of important procedures and information.
- Support the TSM's in their sales territory via joint sales calls and meetings to demonstrate and explain the value of the company and products.

### **20% Training and Product Knowledge**

- Maintain knowledge on business trends that will affect customer satisfaction/trending.
- Build product and market knowledge to add understanding and credibility.
- Learn and build knowledge about combine settings and harvest management.
- Assist in developing marketing and training material.
- Support the launch of our new department "Harvest Academy" under the Bushel Plus Ltd. umbrella.
- Be accountable for the flawless execution of the day-to-day tasks.

### **20% Company growth support and standardization**

- Become the expert in the current Bushel Plus products and support the development of new ones (hardware & software).
- Play a role in marketing training opportunities (videos, pictures, social media).
- Travel and spend time with the current company experts to gain their knowledge and become cross trained.
- Assist internal teams with the development of Technical Service Bulletins and Instruction Manuals to support farmers and dealers with installation, product support, and troubleshooting.
- Be a steady force that is focused on keeping the integrity of the company by consistently prioritizing and following through on projects and objectives.
- Be a positive and optimistic influence on the team and customers in a fast-growing company environment.
- Other duties, relevant to the position, shall be assigned as required.

### **WORK CONDITIONS:**

- Extensive travel in the sales territories, depending on season, work in Brandon office and home office as required.
- Travel throughout Canada, US and international as needed.
- Manual dexterity required to use desktop computer and peripherals.
- Sitting for long period of times, lifting and packaging parcels/product as required.
- Inconsistent schedule, work times and days will be dictated by event requirements.
- Ability to conduct and attend presentations, trade shows, and other customer events.
- Ability to lift and handle objects/products in the 66 pounds range.
- Company laptop and cell phone with NA plan will be supplied.

**For more information, contact Marcel Kringe at:**



**Marcel@BushelPlus.ca**