



JOB DESCRIPTION

Date:	May 14, 2010	Revision:	1
Position Title:	International Sales Support & Training Manager		
Department:	International		
Reports to:	Director International Business Development		

Location(s) Applicable to: All CA CT FL IN NC OR TX

Classification: Salaried (Exempt) Weekly (Non-exempt) Hourly (Non-exempt)
Category: Full Time Part Time Temporary

Overview:

This position is responsible for providing technical training and sales training to key Laticrete International partners, distributors and licensees across the globe. Work closely with both the technical service departments of International partners and at the corporate headquarters. Provides Global corporate technical services support. Help to introduce new products and technologies.

Essential Job Functions & Responsibilities:

1. Develop and implement technical training strategy for Laticrete management and sales staff throughout the world.
2. Develop and impart most suited training programs for sales staff of Laticrete International partners, distributors/licensees and also architects, dealers, trades people in respective countries.
3. Help International Laticrete partners to develop proper training modules and technical/training manager to impart training and support to the local industry effectively.
4. Support in resolving any Laticrete product and/or installation related problems faced by international partners, customers etc in coordination with corporate headquarters technical service department.
5. Support global sales staff on high profile calls where superior technical knowledge is required.
6. Globally research and report on technical aspects of local industry standards, industry practices, and advise management on commercial implications.
7. Support the Key Decision Maker program in the USA.
8. Field Trial coordination.
9. Specification and pre-construction conference assistance for large projects.
10. Regularly deliver seminars and presentations at Industry meets, trade shows etc.
11. Promote aggressively the Importance of Shear Bond and need to incorporate the same in ISO standards at all Industry meets, architectural seminars, staff training etc.
12. Assist in the development of technical tools that can accelerate the acceptance of Laticrete technology in emerging markets.
13. Submit quarterly report summarizing LATICRETE performance in number of training programs conducted, architectural presentations given, high profile projects secured, etc.

Nonessential Job Functions:

1. Performs other directly related appropriate duties and assumes accountabilities as apparent or as delegated, including mutually agreed upon objectives.



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Job Specifications/Skills:

1. Ability to understand similarities and differences in construction practices, level of technology in each individual market.
2. Technically competent in International construction methods and standards, including: specifications, material selection processes and key construction phase(s).
3. Ability to lift and/or carry minimum of 50 pounds.
4. High level of self motivation.
5. Exceptional written and oral communications skills - presentation and public speaking abilities.
6. Strong organizational and time management skills.
7. Strong interpersonal skills.
8. Strong ability in leadership and motivation.
9. Intermediate to advanced knowledge of Microsoft Office Programs (Outlook, Word, Excel, PowerPoint) and use of presentation tools.
10. Fluency in Spanish as second language preferred.
11. Team cooperation – maintain positive, cooperative attitude with all employees of LATICRETE and all customers.

Minimum Educational Requirements:

1. High school diploma, plus five years related work experience; Bachelors Degree in engineering preferred.

Travel:

1. Over 50% (mostly international and some domestic).
2. Must have or be able to obtain a Passport.

Reply in confidence to Human Resources at humanresources@laticrete.com.

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