



# JOB DESCRIPTION

Date:	December 22, 2011	Revision:
Position Title:	Training Coordinator	
Department:	Technical Service	
Reports to:	Technical Service Training Supervisor	

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 requires an individual with technical support and training experience in the construction industry.

### Essential Job Functions & Responsibilities:

1. Coordinate and execute Training Programs at the direction of the Technical Service Training Supervisor.
2. Maintenance of class rooms and demonstration areas.
3. Building and developing construction assemblies for project demonstrations.
4. Incorporate Sales Division needs and requests into Training Programs.
5. Assist the Technical Service Team in identifying industry trends and issues.
6. Assist the Technical Service Department in providing data and information to architects, contractors, and distributors to advise on proper materials selection for specific applications.
7. Assist in the preparation of technical documents / literature for architects, engineers, contractors and distributors.
8. Investigate/settle customer service and product complaints diplomatically and professionally within authorized limits and as appropriate to experience.
9. Handle input/requests from sales/field personnel and update job file system.
10. Identify and forward leads to sales department.
11. Maintain professional conduct.

### Nonessential Job Functions:

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

### Job Specifications/Skills:

1. Experience in construction industry.
2. Ability to work with general construction tools.
3. Computer skills: Intermediate knowledge of Microsoft Office (Word, Excel, PowerPoint, Outlook), ACT and other enterprise Customer Relationship Management System).
4. Customer Service Experience.
5. Physical ability to lift and carry up to 50 pounds.
6. General knowledge of architecture and construction practices and materials.
7. General knowledge of LATICRETE products and applications.
8. General knowledge of competitive materials.
9. Fluency in 2nd language preferred.



## JOB DESCRIPTION

### Job Specifications/Skills (Continued):

10. Technical communication, oral and written, and presentation abilities.
11. Strong Interpersonal skills.
12. Ability to relate to people of different cultures.
13. Organized.
14. Ability to prioritize and handle multiple tasks.
15. Team cooperation – maintain positive, cooperative attitude with all employees of LATICRETE and all customers.

### Minimum Educational Requirements:

1. High School Diploma; Associates Degree preferred.

### Travel:

1. 35%

Reply in confidence to Human Resources, at [humanresources@laticrete.com](mailto:humanresources@laticrete.com)

Document Name: Q/Job Descriptions/Training Coordinator.doc