

 <p>IdaPac Since 1979 Idaho Pacific Lumber Company, Inc. AN EMPLOYEE OWNED COMPANY</p>	<p>JOB DESCRIPTION Sales Apprentice</p> <p><i>Updated: November 2017</i></p>
<p>Employee Owner: Recruiting</p>	<p>Reports to: VP Purchasing & Sales, Scott Sunday (direct) Transportation, Trader or Buyer Mentor (indirect)</p>

Job Summary

Objective of role is to development the skills to become a successful long-term Trader selling and servicing building products customers nationwide. IdaPac’s sales professionals are called Traders because they are responsible for the whole business of sales, buying and delivery ensuring adequate profit margin to cover the services provided. Traders work closely with a team of Buyer’s and support staff. During the Apprenticeship, the goal is to expose and develop the Apprentice in all areas of IdaPac’s business.

The Apprenticeship role lasts from one to two years in a variety of positions. Once transitioned into full-time sales as a Trader, the role is 100% commission with monthly draws paid as salary. IdaPac continues to provide coaching and training until the Trader successfully grows and develops their business gaining more independence. The goal is for the Trader to cover their draw during their first year of trading, and earn substantially higher compensation over time. The Apprentice program is a significant commitment by IdaPac with the goal for every hire to become successful with a long-term career.

Responsibilities & Typical Duties

Apprentice Level 1 – Transportation & Logistics (4 – 9 months)

- 1) The majority of IdaPac’s successful Traders and other employees started in Transportation learning the fundamentals of service and logistics of IdaPac’s business.
- 2) The Apprentice is supervised by the Transportation Coordinator and others on Team IdaPac.
- 3) Communicate regularly with various stakeholders such as customers, suppliers, reload warehouses, carriers, traders, trader assistants, buyers, and support staff.
- 4) Schedule delivery appointments loads to customer job sites not delivered by suppliers
- 5) Coordinate approximately 30% of deliveries: 8,000 / year, 40 / day
- 6) Communicate with drivers and shipping personnel to ensure trucks are properly delivered
- 7) Provide detailed directions and instructions to route drivers
- 8) Update account managers on problem loads, and what actions you are, or have taken
- 9) Provide delivery schedules to customers and carriers
- 10) Monitor daily pick-ups and deliveries
- 11) Verify that loads have arrived on time and in good condition
- 12) Take check calls from drivers, ensuring that loads will deliver on time
- 13) Collect Proof Of Deliveries from carriers and job sites for invoicing and credit requirements.
- 14) Backup main office phone answering when receptionist and support staff not available
- 15) Learn WoodPro system related activities for transportation module and related information.
- 16) Update Apprentice Training Manual and help train the next Apprentice Level 1.
- 17) Participate in sales training activities. Attend industry training.
- 18) Successful apprentices have also helped where ever needed in the office such as party setup and cleanup, coordinate fun activities, and process improvements.

Apprentice Level 2 – Trader / Buyer Assistant (6 – 12 months)

- 19) Serve as trader or buyer assistant supporting and learning all areas of a trader including relationship development, prospecting, bidding, paperwork flow, delivery coordination, and of course problem solving
- 20) Assigned to experienced Trader or Buyer who will mentor and train.
- 21) Responsible for supporting assigned Trader or Buyer for all business-related activities requested.
- 22) Primary responsibility for all paperwork flow and system related activities.
- 23) Primary connection point with customers' and suppliers' office staff.
- 24) Assist with bid preparation, contract approval, and delivery. (when needed)
- 25) Assist with purchasing and coordinate logistics of delivery. (when needed)
- 26) Schedule time with Manager Support Services (Niki) to learn the responsibilities of Trader Support (invoicing, payments, job reconciliation, etc.).
- 27) Schedule time with Manager Credit (Tori) to learn the requirements for credit.
- 28) Update Apprentice Training Manual.
- 29) Successful Apprentices have helped identify and implement process improvements and worked with teams from areas across IdaPac.

Trader in Training (After 1 – 2 years)

- 30) Transition to full-time sales prospecting for new customers.
- 31) Work closely with VP Purchasing & Sales and Sales Trainer to develop sales skills.
- 32) Review & sign Trader Commission Agreement becoming 100% commission sales

Performance Metrics

- 33) Responsiveness to stakeholders: IdaPac employee owners, Customers, Truckers and Brokers, Suppliers, others interact with
- 34) On Time Delivery: Meet or exceed expectations set by customers or stakeholders. If can't happen, proactive communication.
- 35) Relationship development: Build strong working relationship with all areas of IdaPac, Customers, Suppliers, and Truckers
- 36) Quick Learner: Demonstrate strong working knowledge of IdaPac's business processes, WoodPro, cultural norms, products, suppliers, customers, economics of making money,
- 37) Accuracy: Strive for 100% error-free, but errors do occur. Learn from them, and fix.

Requirements

- 38) Integrity: Maintain highest level of ethical standards. Always do the right thing. If questions, consult with others including leadership.
- 39) Communication skills: Outstanding ability to clearly and concisely communicate in person, on the phone, and electronically (email and text)
- 40) Interpersonal skills: Ability to build and grow relationships with stakeholders. Maintain composure and tact during intense situations which inevitably arise.
- 41) Motivation: Highly motivated to make the investment of time and energy to build a successful business. Good balance of self-confidence to overcome adversity and humility to treat all people with respect at all times.
- 42) Business Aptitude: Interest and ability to understand the building products industry and our customer requirements.
- 43) Problem Solving: Ability to identify and resolve variety of issues and questions that arise. Many variations of process occur and must be able to solve the next unique challenge.

- 44) Multi-Task: Ability to perform multiple activities and keep status. Ability to prioritize and work with supervisor(s) to balance competing requests from multiple stakeholders.
- 45) Prior work experience: Strong track record of strong work ethic, commitment, and career progression.
- 46) Prior building products and customer service experience a plus.
- 47) Education: Candidate may have bachelor's degree in construction or business related field, or demonstrated strong aptitude in math related areas.

Expectations and Benefits

- 48) Minimum 40 hours / week in office on standard business hours' schedule. May have additional time as needed to meet delivery times and expectations.
- 49) Occasion travel, particularly as career progresses to meet with customers.
- 50) Position salary non-exempt overtime eligible and standard Paid Time Off schedule
- 51) Eligible for discretionary variable compensation awards.
- 52) Other benefits consistent with IdaPac benefits package

Contact Information

Hiring contact: Scott Sunday, ssunday@idapac.com, 800-231-2310
Website: www.idapac.com