



## Gilmore - Job Description

**Position:** Sales Support Representative  
**Reporting Line:** VP of Sales  
**Department:** Sales  
**Facility:** Gilmore, Lumpkin Rd.  
**Location:** Houston, TX  
**FLSA Status:** Exempt  
**Work Status:**  Direct  Indirect  
**Mercer ID #:**  
**AX Grade:**

### Company Overview

**Gilmore** is an independently operating business wholly owned by Proserv which specializes in the delivery of severe service of flow control solutions across the Energy market. Gilmore's manufacturing and headquarters are located in Houston, Texas USA and has a network of distribution partners which span the globe supporting global regional markets.

Our people are fundamental to the success of our organization and remain at the heart of our achievements. At Gilmore, we aim to develop our business around a valued and motivated workforce that encourages personal development and allows our people to flourish and realize their fullest potential.

### Role Synopsis

Collaborates with the Sales team to prepare sales forecasts, collect and analyze data to support sales goals and work to ensure projects are successfully delivered to customer requirements. Researches and evaluates current economic conditions that may affect the organization's ability to sell its products or services in the marketplace. Assists in the development of sales quotas and forecasts for the sales team. Recommends changes to current sales techniques, procedures or promotional efforts based on market research and new trends. Operates the Strategic Account Management process as a support function for all outside sales personnel. Liaison between the Sales function and the Technology department to ensure business development needs are addressed in a timely and quality manner. Liaison between Sales function, Technology department and the Production and Planning departments to ensure projects are delivered on time and to customer requirements.

Requires a bachelor's degree.

### Essential Duties & responsibilities (includes, but not limited to the following)

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed herein are representative of the knowledge, skill, and/or ability required. Reasonable accommodation(s) may be made to enable individuals with disabilities to perform the essential functions.

- Leads the defining and sizing of each market Gilmore sells products and services within through working collaborative with Sales staff.

- Develops and maintains market size and Gilmore's market share percentage forecasts.
- Supports the development of Sales Strategies by market. Follows up with outside sales team to ensure the sales strategies are being executed and are effective.
- Oversees the Customer Relationship Management (CRM) system and ensures all outside sales staff are keeping each opportunity current and are leveraging the full potential of the CRM system as Gilmore has defined it's use.
- Collaborates with Marketing to ensure market strategies align with sales strategies and are implemented and effective.
- Manages the Strategic Account Program. Ensures all strategic account plans are created and maintained in full alignment with the Gilmore Strategic Account Management process. Ensures all stakeholders in the strategic account plans follow through on assigned actions and the strategic account plans are continually improved and adapted as changes occur in the market.
- Liaisons with the Technology/Engineering function to ensure all business development technology tasks are completed on time and at the defined quality standard.
- Coordinate with company departments (e.g. Operations, Engineering, Sales) to support projects being completed cohesively as one team.
- Plan, manage, coordinate, and ensure proper completion of projects on-time and to all agreed-upon customer requirements.
- Update Sales team members on all project status', risks and issues on pertaining to their customers' orders.
- Perform other work-related tasks, as assigned.

## **Compliance Requirements**

Gilmore has a Business Ethics Policy (the "Policy") which provides guidance to employees in day-to-day roles, as well as helping the employee and the business comply with the law at all times. The incumbent must read, understand, and comply with, at all times, the Policy along with all other corresponding policies, procedures and directives.

## **QHSE Responsibilities**

- Demonstrate a personal commitment to Quality, Health, Safety and the Environment
- Apply Gilmore, and where appropriate Client Company's, Quality, Health, Safety & Environment Policies and Safety Management Systems
- Promote a culture of continuous improvement, and lead by example to ensure company goals are achieved and exceeded

## **Qualifications/Work Experience**

### **Education**

Essential

- Bachelor's Degree in Business Administration, Engineering or related experience

### **Experience**

## Essential

- Aptitude in understanding with Customer Relationship Management (CRM) software
- Strong collaboration skills of working across functions building and using personal relationships to ensure assigned responsibilities are achieved.
- Demonstrated organizational skills.
- Ability to solve complex problems and complete multiple projects on time.
- Knowledge of tendering process and technical deliverables to support
- Must be able to meet multiple commitments in cross-functional team environments under tight deadlines.
- Internet and field research capabilities, data organizing and presentation skills.
- Strong personal computer skills with strong capability with Microsoft Office PowerPoint, Excel, Word.

## Preferred

- Experience in developing and maintaining sales strategies
- Experience with Oil and Gas valve market in the Drilling, Production, Downhole and Unconventional markets

## Physical Demands

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation(s) may be made to enable individuals with disabilities to perform the essential functions.

- Ability to lift and carry files, packages, boxes weighing up to fifty (50) pounds.
- Natural or corrected vision to read printed materials and computer screen.
- Natural or corrected hearing and speech to communicate in person and over the telephone.
- Capable of properly using standard office equipment, including phone, and a computer with keyboard.
- Ability to wear required Personal Protective Equipment (PPE). Includes hard hat, steel toed shoes, safety glasses, mask, etc.

## Work Environment

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation(s) may be made to enable individuals with disabilities to perform the essential functions.

- Work will mostly be performed indoors in a controlled environment. Some exposure to the manufacturing and shop areas, which are air conditioned.
- Remote Working available for individuals in this role where work product and ability to collaborate with other stakeholders is unimpacted.

## To apply

Please send an updated CV to [hr@gilmore.com](mailto:hr@gilmore.com)

## Declaration

I declare that I have read, understood and accept the contents of the above job description, which I am required to undertake.

Signature:		Date:	
Name in Capitals:			