



## Roofing Technical Service Representative

CEDUR is an industry leading polyurethane roofing material manufacturer looking for a talented individual to join our team. Being an INC 500 fastest growing company in 2022, CEDUR is embarking on a journey to double the size of our company in the next 3-5 years and is looking for a strategic account manager to join our team.

### Job Duties

- Provide CEDUR Customers with Technical Advice and Support
- Needs to be able to do technical training both on site and remotely.
- Proactively participate in technical organizations such as the American Society for Testing Materials (ASTM) and National Roofing Contractors Association (NRCA)
- Manage any customer complaints that are both non-warranty related as well as complaints regarding the warranty.
- Needs to be able to travel and complete job site inspections.
- Can properly manage and prioritize resources, people, projects, and complaints.
- Have great communication skills both written and verbal as report writing will be a key to the job's success.
- Be able to communicate with customers, contractors, and sub-contractors when repairs are needed.
- Be an effective resource for your customers, answer questions regarding technical installation details, product knowledge selling points, and effective training on a top-down selling approach.
- Work with the CEDUR team to effectively reduce warranty and product claims by implementing processes and procedures.
- Work with the CEDUR team on product improvements that would benefit CEDUR customers both nationally and internationally.

### Top Characteristics

- Analytical Skills and attention to detail
- Experience in both cold and warm selling
- Experience with a leading CRM (Salesforce, Microsoft Dynamics, Etc.)
- Ability to negotiate in difficult situations
- Passion for serving your customers

### Requirements

- Minimum 3+ years of sales experience with sales cycles of 2-4 months
- Experience with all Microsoft office applications
- Experience with a leading CRM
- Bachelors degree preferred

3590 Himalaya Road • Aurora • Colorado • 80011  
Toll Free (844) 974-9196 • Local (720) 974-9200 • Fax (720) 974-3193  
info@cedur.com • www.cedur.com



### Position Benefits

- Base Salary + Commission between 65K and 85K
- Medical, Dental, and Vision
- 401K
- Flexible schedule with 4- or 5-day work week possibilities
- Occasional remote work opportunities

### Company History

CEDUR was invented in 1997 and has been a Colorado company since 2015 when it was acquired by a large local investor. CEDUR continues to be an industry leader in the synthetic shake market with its high-performance polyurethane technology. CEDUR has continually had sales growth every year since 2015 and has increased its footprint to sales in all 50 states and 6 other countries. With a product that was designed to provide the best long-term value for property owners CEDUR is targeted to double in size in the next 3-5 years. With the original goal of CEDUR – to make the best looking cedar shake that can stand up to all that nature has to offer – still to be true today, we look forward to our next phase of growth.