

SALES REPRESENTATIVE JOB DESCRIPTION

Position Title	Department	Reports to
Sales Representative	<input type="checkbox"/> Duct <input type="checkbox"/> Commercial <input type="checkbox"/> Packaging	Pres./VP
Employment Status	FLSA Status	Effective Date
<input type="checkbox"/> Temporary <input type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	<input type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt	

POSITION SUMMARY

The Sales Representative is responsible for building relationships with individuals and companies in the community in order to sell the company's products and services and reach internal sales goals. This position will also contribute to developing and implementing sales strategies.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

- Creating awareness and demand for the company products and services
- Identifying potential opportunities and effectively communicating benefits and opportunities available to meet needs and interests
- Maintain a positive relationship with current and future customers
- Maintaining communications with internal personnel to ensure efforts are in line with objectives
- Identifying prospective customers by using business directories, following leads from existing customers, participating in organizations and clubs, and attending trade shows and conferences
- Calling on prospective customers, providing technical and administrative product information and quoting appropriate customer prices
- Processing orders for merchandise by mail, telephone, fax, email or customer or company employee through pre- and post-sales
- Analyzing customer inquiries to determine appropriate product literature and pricing schedules; influencing production and shipping schedules; recommending price changes based on company/customer relationship; recognizing new business opportunities
- Resolving production scheduling, shipping, or invoicing problems; determining validity of warranty claims
- Editing orders received for pricing; informing customer of unit prices, shipping date, anticipated delays, and any additional information needed by customer.
- Following-up on orders to ensure delivery by specified dates.
- Specifying if special labeling is required for shipment; supplies to the shipping department as needed
- Receiving and checking customer complaints; consulting with production, shipping, warehouse, or common carrier personnel to expedite or trace missing or delayed shipment
- Compiling statistics and preparing various reports for management
- Making sure quotes are processed through the quoting process in a timely manner Maintaining customer name and address database; responsible for sending new pricing, with the correct multiplier, to all customers

- Maintaining all quote documentation with accurate pricing and configurations
- Monitoring market conditions, product innovations, and competitors' products, prices, and sales
- Negotiating details of contracts and payments
- Consulting with clients after sales or contract signings to resolve problems and to provide ongoing support
- Work with Scheduler and Production Manager when new items are needed
- Input accurate information for Estimates and Invoices
- Over see tradeshow preparations and setup
- Make sure all customer data is entered correctly in the system
- Analyze products combined with sales to help maintain a streamline inventory for warehouse and production. Maintain an organized and clean workspace
- Performing other duties as assigned

MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- Bachelor's degree in business or related field preferred
- Knowledge of various relationship sales techniques
- Excellent customer relationship skills
- Demonstrated ability to build and maintain relationships
- Flexible, creative, and able to work in a non-structured developing work environment
- Demonstrated capacity to think "outside the box", educate and motivate customers on the company's products, programs and new ideas
- Proficient in Microsoft Office, QBO, Method CRM.
- Excellent oral/written communication skills, including well-developed presentation skills
- Excellent customer relationship skills
- Demonstrate our Company core values

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions. While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, handle or feel objects, tools, or controls. The employee is required to stand; walk; sit; and reach with hands and arms. Must be willing to travel and Stand long hours at tradeshow. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this position include close vision, distance vision, and the ability to adjust focus. The noise level in the work environment is usually low to moderate.

NOTE

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform

this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

Reviewed with employee by

Signature: _____ **Name (print):** _____

Title: _____ **Date:** _____

Received and accepted by

Signature: _____ **Name (print):** _____

Title: _____ **Date:** _____

The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.