

## **JOB SUMMARY**

Execute sales strategy, initiate contact with existing and potential customers, identify their needs and sell appropriate merchandise to meet those needs

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Manage assigned accounts
- Call prospective customers and establish buying cycles, customer needs, and create a customer supplier relationship.
- Increase sales in respective accounts
- Prepare sales information for customers
- Establish buying influences, budgets, and purchasing criteria for assigned accounts
- Secure and place orders taking into consideration delivery dates and inventory levels for fulfillment
- Develops sales plan with sales team for capturing and securing new customers/business
- Customer service—respond and follow up to customer inquiries both in person and on the phone.
- A designated sales member will coordinate obtaining and assimilating price quotes. This responsibility may be routinely shared or assigned as necessary.
- Attends all sales meetings.
- Maintains well organized customer files
- Maintains clean and organized work area
- Attends monthly safety meeting.
- Adheres to all COI policies and procedures.
- Adheres to all federal, state & local laws governing a safe work environment.
- Reports unsafe acts and conditions to immediate supervisor.
- All other duties as assigned to ensure uninterrupted operations & customer service to include additional hours and shifts.

## **ACCOUNTABILITES:**

- Meeting or exceeding assigned sales goals.
- Assisting in marketing of COI products with sales managers throughout organization.
- Compliance with COI policies and procedures and all federal, state & local safety and employment laws.
- Daily contact with employees, customers and the general public requiring courtesy, discretion, and sound judgment.

## **JOB SPECIFICATIONS:**

### **Eligibility Requirements:**

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

- High school diploma or general education degree (GED);
- Two years or more related experience and/or training; or equivalent combination of education and experience.
- Must have the ability to read, write & communicate in an English speaking environment.
- Basic sales skills
- Excellent written and verbal communication skills
- Demonstrates effective negotiation and closing techniques

- Strong analysis and judgment skills
- Works well in a team environment
- **Problem solving**—the individual identifies and resolves problems in a timely manner, gathers and analyzes information skillfully.
- **Customer service**—the individual manages difficult client/customer situations, responds promptly to customer needs, solicits customer feedback to improve service, responds to requests for service and assistance and meets commitments.
- **Communication**—the individual speaks clearly and persuasively in positive or negative situations, demonstrates group presentation and/or training skills. Demonstrates a positive approach in difficult situations
- **Planning/organizing**—the individual prioritizes and plans work activities and uses time efficiently.
- **Quality control**—the individual demonstrates accuracy and thoroughness, monitors own work to ensure quality and applies feedback to improve performance.
- **Quantity**—meets productivity standards and completes work in a timely manner.
- **Adaptability**—the individual adapts to changes in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events.
- **Dependability**—the individual is consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.
- **Safety and security**—the individual observes safety and security procedures and uses equipment and materials properly.