

US Supply Company, Inc

Job Description

Position Title: **Outside Sales**
Reports To: **Sales Manager**
Issue Date: **February 1, 2017**

Job Summary

The Pro-Active Customer Sales Rep will work cooperatively with the branches, inside sales team and other members of our Company team to grow existing customers, generate new customer business and meet or exceed monthly sales quotas at the appropriate gross margin while increasing customer satisfaction. S(he) will communicate and interface as a team to achieve a high level of Customer Care while also achieving individual and company goals.

Duties and Responsibilities

Sales Performance

- Generate new and repeat sales by providing great “Customer Care” which translates into a value for the customer and loyalty to US Supply Co.
- Increase sales and average order size by means of cross selling, up-selling, add-on sales and offering promotional sale items.
- Achieve individual and collaborative sales, profit budgets and goals.
- Schedule work week timely to maximize efficiency, accomplish goals. Use required processes to communicate schedule to his/her manager and follow up with required customer profile updates and call log.
- Prepare weekly and monthly customer visit agendas
- Meet and collaborate on a scheduled basis with his/her manager

Market and Customer Knowledge

- Educate customers about features and benefits of products in order to improve related sales and customer satisfaction.
- Proactively recommend products and services needed by customers to increase customer satisfaction and improve transaction profitability
- Remain current on customers’ preferences, by reading trade journals and attending meetings, vendor training and trade shows as preapproved by his/her manager.
- Ensure the capture of competition pricing and positioning and communicate essential elements to the Director of Marketing and or Sales manager to ensure that US Supply responds to market changes quickly and effectively.

Customer Care

- Present our Company and its departments in a professional, positive and supportive manner.
- Present price, credit and terms in accordance with standard procedures and customers' profitability profiles
- Anticipate problems and provide contingency plans and recommendations.
- Accurately process customers' transactions to include orders, quotes and returns when required
- Follow up with customers following sales orders to ensure great Customer Care.
- Demonstrate the ability to tactfully handle difficult situations.

Teamwork

- Support our Company's Core Values
- Manage time effectively, meet personal goals and work effectively with other members of the Company.
- Communicate customer activities and needed customer file changes to the Credit department as well as other related Company departments.
- Ensure that all internal company communications, financial information, pricing information, plans and strategies are kept confidential.
- Maintain proficiency in using PC programs, Eclipse system and other software and equipment introduced.
- Participate in relevant training and activities that encourage continuous self-development and promote Team, Win-Win, Passion and CARE.
- Follow company policies and procedures.
- Perform other duties as assigned.

Job Requirements, Attitudes and traits

- Delivers superior customer service
- Demonstrates effective listening, communication, negotiation and strong telephone skills
- Demonstrates integrity and ethical standards
- Maintains technical expertise and knowledge of company products
- Problem solving and analytical ability
- Demonstrates a can-do attitude
- Accuracy and attention to detail
- Maintains professional demeanor
- Able to handle difficult customers with diplomacy and tact
- Able to manage time effectively and adapt quickly to changing priorities
- Able to multi-task
- Able to perform business math
- Team player who works productively with wide range of people
- Capable of following written instructions and documented procedures
- Demonstrates understanding and application of effective selling strategies and techniques
- Demonstrates success meeting sales goals and growing sales

- Knowledge of logistics ,shipping policies and procedures

Job Impact

The Pro-Active Customer Sales Representative plays a critical role in establishing a competitive advantage by pro-actively managing the customers' expectations and developing new ones. The customer then comes to rely on us and "Customer Care" becomes part of the company Brand.

Job Authority

The Pro-Active Customer Sales Representative has the authority to commit the Company to supply products and services to customers *within the customer segmentation guidelines established by the President or the policies and procedures of the Company.*

Qualifications

- Education: high school diploma/GED required
- Experience: Minimum of 2 years' experience in similar position. Wholesale/distribution experience preferred

Measurement

The Pro-Active Customer Sales Rep is measured according to the following criteria:

- Customer satisfaction (needs measurement)
- Goals: sales, gross profit targets, development new customers, and increasing revenues/growth of existing customers