



## **JOB DESCRIPTION**

JOB TITLE: Outside Sales Representative  
SUPERVISOR: Warehouse Supervisor

EFFECTIVE DATE: 1/30/2018  
DIRECT REPORTS: None

### **GENERAL RESPONSIBILITIES:**

This position as Outside Sales Representative is to increase sales in our Central PA and surrounding territory. The successful candidate will be responsible for establishing contact with existing customers, identifying new opportunities, and following up on potential leads. The Outside Sales Representative will also monitor industry trends in order to identify emerging markets and develop plans to utilize those markets to expand revenue. This position also involves taking incoming calls, responding to emails and processing orders through the computer system. The Outside Sales Representative will be responsible for handling customer inquiries promptly and effectively.

### **ESSENTIAL FUNCTIONS:**

1. Maintain and grow the company's customer base and consistently increase sales volume at sustainable profit margins.
2. Uphold and promote the company brand and reputation at all times.
3. Utilize all available resources to locate and contact prospects and attempt to convert those prospects into customers.
4. Build rapport with customers through friendly, engaging communication.
5. Understand customer needs and requirements.
6. Respond swiftly and courteously to customer inquiries or complaints.
7. Utilize the company's ERP software to accurately record all business transactions.
8. Generate routine business correspondence (e.g., sales order, purchase order, quotation) in response to customer requests.
9. Maintain continuity among work team by documenting and communicating actions, and continuing needs.
10. Handle cancellations or changes of sales orders and communicate the changes with the related departments.
11. Coordinate with other departments and outside vendors to ensure delivery commitments to clients are met.
12. Generate sales reports each week and submit them to management.
13. Advise management of any developments involving, or contact with industry competitors.
14. Collaborate with the management team to improve marketing materials and expand the company's marketing presence in the Central PA and surrounding territory.
15. Capture accurate and complete customer information, including addresses and phone numbers, for future follow-up.
16. Update client information in the company contact database as guided per company procedure.
17. Attend product update meetings.
18. Attend Sales meetings.
19. Analyze industry trends to identify potential opportunities for company growth.
20. Perform other duties as assigned or directed.

### **EDUCATION, TRAINING AND EXPERIENCE:**

- High School diploma or equivalent, Associate degree or higher preferred
- Strong computer skills and understanding of spreadsheet and e-mail software



- Strong keyboarding skills
- Proficiency in Microsoft Outlook
- Ability to analyze, research and interpret data
- Excellent interpersonal communication skills
- Comfortable in public speaking situations and communicating to small groups
- Strong reading, writing and grammar skills
- Strong verbal communication skills
- Excellent telephone manner
- High attention to detail
- Organizational skills
- Self-motivated and comfortable working with little to no direction
- Comfortable working in teams
- Must be willing to travel
- Must have valid driver's license
- Must have clean driving record

**PHYSICAL/MENTAL REQUIREMENTS:**

- Dexterity and eye/hand coordination to operate office equipment
- Ability to speak to and hear customers and other employees on the telephone and in person
- Ability to read and write emails to customers, vendors and other employees
- Ability to take detailed notes
- Body and motor skills sufficient to move from one office location to another
- Body and motor skills sufficient to traverse uneven and diverse ground surfaces and industrial environments
- Ability to climb stairs
- Ability to drive a vehicle
- Ability to work in a fast-paced environment
- Ability to work well under pressure
- Ability to multi-task
- Lift up to 10 lbs

**POSITION TYPE:**

This is a full-time, exempt position.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

By signing below, you acknowledge you have read, understand, and are able to meet and/or perform the responsibilities/requirements/qualifications of this position.

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Applicants Signature

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Date