

## Role Description

### Sales Representative



**Summary** Searches for and receives a variety of business sales opportunities. Sales may be obtained via cold-calling, customer referrals, trade shows, customer call-ins and various other strategies. The sales representative provides sales proposals to customers in an attempt to secure sales. Retain contact with sales contacts via sales processes.

**Essential Duties and Responsibilities** include the following.

- Present, promote and sell Ace Company products/services using solid arguments to existing and prospective customers
- Perform cost-benefit and needs analysis of existing/potential customers to meet their needs
- Establish, develop and maintain positive business and customer relationships
- Reach out to customer leads through cold calling
- Expedite the resolution of customer problems and complaints to maximize satisfaction
- Achieve agreed upon sales targets and outcomes within schedule
- Coordinate sales effort with team members and other departments
- Analyze the Market's potential, track sales and status reports
- Supply management with reports on customer needs, problems, interests, competitive activities, and potential for new products and services.
- Keep abreast of best practices and promotional trends
- Continuously improve through feedback

**Standard Work** includes the following.

- To be Completed on a Daily Basis
  - Review and process emails and voicemails
  - Create and present sales proposals to customers
  - Review sales presentations
  - Field incoming sales calls
  - Prepare/request any art proofs
  - Make cold calls
  - Review existing ongoing projects with Senior PM

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- Follow up on proposals sent the previous day
- Enter contacts into operating software (Zoho)
- Record all customer interactions in operating software (Zoho)
- To be Completed on a Weekly Basis
  - Follow up on proposals sent previous week
  - Apply late fees to invoices over 30 days
  - Complete and submit Weekly Sales Plan
  - Review previous week's Weekly Sales Plan
  - Review ongoing projects with project manager
- To be Completed on a Monthly Basis
  - Follow up on proposals sent previous month
  - Review previous month's sales with sales manager
- To be Completed on a Quarterly Basis
  - Follow up on proposals sent previous quarter
  - Review previous quarter sales and sales goals
- Yearly Tasks
  - Review annual sales projections with project managers and project coordinators
- As Needed
  - Follow up on any active proposals not closed
  - Attend pertinent trade shows
  - Coordinate jobs with project managers and be available for any questions or concerns

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- Turn in expense reports and mileage reimbursements.

#### **Leadership Responsibilities**

Motivates and trains other sales employees. Provide guidance and coaching in accordance with the organization's policies and applicable local, state and federal law. Responsibilities include assisting sales, shop, project personnel and installers by training employees, planning, assigning, and directing work, appraising performance, recognizing employees, addressing complaints and resolving problems.

#### **Qualifications**

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.

- Must demonstrate excellent computer skills and ability to utilize Ace software programs
- Must be self-motivated, trustworthy, and capable of completing all work assignments with minimal supervision
- Must be able to motivate, train, and teach employees their job to Ace Company standards
- Must be willing to work with line supervisors, installers, managers, project management and sales personnel to make operational decisions, help with sales and manage associated project matters in a timely and professional manner
- Must have knowledge of all job scopes or signs by type or have the ability to learn them
- Must be confident in coaching and counseling employees about qualification issues
- Proficiency in the jobs on the line
- Strong record of safety
- Attendance will be examined, good attendance is essential
- Good Communication Skills
- Track record of positive Work Performance

#### **Education and/or Experience**

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At least Six (6) months of sales experience or equivalent. Experience sales and/or marketing of miscellaneous steel and aluminum fabrication processes is preferred.

#### **Language Skills**

Ability to read and interpret documents such as safety rules, operating plans, and procedural manuals. Ability to write reports and the ability to speak effectively before groups of customers or employees of organization.

#### **Computer Skills**

Ability to use operational, office, email and associated software is required.

#### **Certificates, Licenses, Registrations**

Notary Public Certification or ability to obtain is required.

#### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to sit for long periods; and occasionally required to stoop, kneel, or crouch. The employee must frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

#### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is infrequently exposed to office-style furniture components, equipment, fumes or airborne particles. The employee is frequently exposed to hard floors and stairways. The employee is occasionally exposed to mildly humid conditions. The noise level in the work environment is usually mild to moderate.