



## **JOB DESCRIPTION SALES REPRESENTATIVE**

### **INTRODUCTION:**

You are being employed as a Sales Representative by MAPS, Inc. because we believe that you possess certain key characteristics, and your job will be defined by the following responsibilities and expectations.

### **SUMMARY:**

(i) Identify and contact prospective clients, generates sales proposals, and services existing accounts, (ii) ensure quality and consistency of service and/or product delivery, (iii) manage sales of the company's products and services in a fairly large geographic area, and (iv) establish effective communications with appropriate executives and managers to ensure proper sensitivity to sales needs.

### **DUTIES AND KEY RESPONSIBILITIES:**

1. Prospects aggressively and develops new customers through the use of cold calls, follow up letters, and telephone calls leading to appointments.
2. Prepares action plans and schedules to identify specific targets and to project number of contacts to be made; follows up on new leads and referrals resulting from field activity.
3. Identifies and qualifies sales prospects and decision making unit, and contacts these and other accounts as assigned.
4. Establishes rapport and maintains contact with contract customers, existing customers, and new customers within a specified sales territory.
5. Works as part of the sales team to respond to inbound enquiries as necessary, and makes the volume of outbound calls necessary to exceed quotas, targets, and/or performance goals and develops the territory.
6. Develops and supervises the preparation, issuance, and delivery of sales materials, exhibits, and promotion programs; prepares for and attends exhibits, conferences, meetings, and other local, regional, and national promotional opportunities.
7. Prepares paperwork to activate and maintain contract services; oversees account services through quality checks and other follow-up; identifies and resolves client concerns.
8. Prepares a variety of status reports, including activity, closings, follow-up, and adherence to goals; reports on special developments, information, or feedback gathered through field activity.
9. Develops and implements special sales activities to reduce stock.
10. Coordinates shipping schedules and delivery of merchandise and services.
11. Leads and trains lower graded staff and/or employees, as required.
12. Represents our company with honesty, integrity, and dignity at all times.

### **ADDITIONAL RESPONSIBILITIES:**

1. Maintain and submit neat and accurate reports in a timely fashion, including transmission of daily, weekly, monthly, quarterly, and annual activity.
2. Develop and maintain an accurate Customer Contact Database for customer and prospect information.
3. Be courteous, friendly and helpful with all customers, developing a good rapport with customer personnel.
4. Maintain a clean, neat appearance with attention to personal hygiene.
5. Performs various and miscellaneous job-related duties as assigned

### **WORK DAY/WORKPLACE EXPECTATIONS:**

1. Begin each day at our offices by 8:00 a.m. and finish each day at our offices no earlier than 5:00 p.m. You do not have to begin or end every day at the offices, but we expect you to be working at and for company business as specified by these times.
2. Take no more than 1 hour for lunch and/or personal activity during the workday.
3. Dress in a manner that is consistent with the Employee Handbook and to which is appropriate for your professional activities.
4. Sell only on behalf of our company; no brokering "on the side" will be tolerated.



5. You must work under the company's Confidentiality, Non-Competition, and Non-Solicitation Agreement.

**MEASURE OF PERFORMANCE:**

1. Your performance will be measured against a monthly, quarterly, and/or annual sales quota.
2. Additionally, your performance will be measured against "action standards" which we will assign you; how many cold calls, how many sales letters, how many appointments, how many new customers, etc., all within a specified timeframe.

**MINIMUM JOB REQUIREMENTS:**

1. High school diploma or GED, and
2. At least 1-4 years of experience in the field that is directly related to the duties and responsibilities specified or in a related area.

**KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:**

1. Ability to prepare routine administrative paperwork.
2. Knowledge of planning and scheduling techniques.
3. Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
4. Ability to lead and train others.
5. Ability to persuade and influence others.
6. Ability to analyze and solve problems.
7. Ability to utilize advertising and/or sales promotion techniques.
8. Ability to gather data, compile information, and prepare reports.
9. Knowledge of printing procedures and requirements.
10. Ability to plan, organize, and implement a range of sales promotion programs and/or events.
11. Knowledge of postal or commercial shipping methods and procedures
12. Ability to create, compose, and edit written materials.
13. Knowledge of customer service standards and procedures.
14. Ability to identify and/or follow up sales leads and referrals; develop new prospects and interact with existing customers to increase sales of the company's products and/or services.
15. Follow and comply with all of the company's policies and procedures.

**The intent of this job description is to provide a representative summary of the types of duties and responsibilities that will be required for this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. You may be requested to perform job-related tasks other than those specifically presented in this description.**