**OCCUPATIONAL DEVELOPMENT CENTER, INC.**

**JOB DESCRIPTION**

**Job Title:**  Sales Representative Personnel Sign off: \_\_\_\_\_\_\_\_\_\_\_

**Salary Range:** Unclassified Date: \_\_\_\_\_\_\_\_\_\_

**Supervised By:** Vice President of Marketing & Business Development

**Supervises:** None

**Personnel Classification:** Support Staff, Level 4

**GENERAL DESCRIPTION**

It is the responsibility of the Sales Representative to actively seek out and engage customer prospects for increasing new and current sales within the assigned geographic area. Other responsibilities of this position include; building and maintaining ongoing relationships with all customers and prospects; securing new opportunities for in-facility program participants; and presenting a positive and unified image of ODC.

**KNOWLEDGE & EXPERIENCE**

High School diploma or equivalent required. Post-Secondary education is a plus. A minimum of 2-4 years of experience in a sales related field or equivalent industry experience. Industrial or manufacturing sales and marketing experience is preferred. Prior experience creating sales proposals, quotes and reviewing contracts. High level of responsiveness to customer needs and business integrity. Proficiency in modern computer technology including Microsoft Office Products and web browsing software.

**SKILLS & ABILITIES**

Must be an enthusiastic self-starter with the capability to work independently in a self-directed manner with minimal supervision. The ability to cold call, follow through with appointments and deliver effective presentations while engaging various levels of decision makers is a must. Demonstrated ability to communicate clearly and concisely in written and verbal formats, demonstrated capability to develop strong interpersonal working relationships and work in a team environment. Strong customer service orientation.

**OTHER QUALIFICATIONS**

This person must enjoy a fast-paced work environment with the ability to meet deadlines, be flexible in work scheduling and adaptable to changes in procedures. Must be willing to travel to various locations regularly. Must possess a valid driver’s license with an insurable driving record.

**COMMENTS**

Must accept and actively support the Mission and Vision of ODC and adhere to the professional Code of Ethics by: demonstrating sensitivity, respect and an understanding of the special needs of individuals with disabilities; embracing the cultural diversity of experiences and knowledge among the people we work with; serving as a positive role model in dress, speech and behavior; maintaining consumer confidentiality; and complying with policies and standards set forth.

Job descriptions are considered to be classification and recruiting tools and are not intended to limit the assignment of work.

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**SPECIFIC DUTIES AND RESPONSIBILITIES**

1. Present, promote and sell products/services using solid arguments to existing and prospective customers.
2. Increase sales for current products and services.
3. Provide bi-weekly sales progress reports to VP of Marketing/Business Development.
4. Identifies business growth opportunities for new product and service offerings and geographic expansion.

* Maintain regular communication with Division Managers to keep departments informed about upcoming product launches.
* Troubleshoot development issues by working with Division Managers to find cost-effective and time critical solutions.

1. Secure potential customers and provide information to customers or through Division Managers.
2. Follow-up on lead requests, application proposals and sample orders issued.
3. Analyze the market’s potential, track sales and provide status reports to develop, execute and evaluate sales strategies.
4. Provide a high level of customer service to both internal and external customers through an accurate and timely turnaround of information.
5. Reach out to customer leads through cold calling.
6. Establish, develop, and maintain positive business and customer relationships.
7. Listen to customer complaints courteously and resolve the conflict in an acceptable manner to the customer and ODC. Inform supervisor as necessary.
8. Coordinate sales effort with team members and other departments.
9. In collaboration with Division Managers, assist in costing and delivery as needed.
10. Assist with collection of bad debts on solicited accounts as needed.
11. Perform other duties as assigned and as changing conditions require and new opportunities arise.

**I have reviewed these job requirements and verify that I can perform all essential functions of this position.**

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**Signature Date**