

Sales Consultant

POSITION SUMMARY/OBJECTIVE:

Sell goods for furniture and flooring manufacturers. Direct and coordinate activities involving sales of manufactured products, services, and delivery. Responsible for meeting individual sales targets and company sales goals that promote sales growth and customer satisfaction for the organization.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Contact new and existing customers to discuss their needs, and to explain how these needs could be met by specific products and services.
- Answer customers' questions about products, prices, availability, or credit terms.
- Quote prices, credit terms, or other bid specifications in accordance to price schedules and discount rates.
- Emphasize product features based on analyses of customers' needs and on technical knowledge of product capabilities and limitations.
- Negotiate prices or terms of sales or service agreements when applicable.
- Maintain customer communications and records, using automated systems.
- Customer and departmental follow-up throughout sales process to ensure complete customer satisfaction.
- Identify prospective customers by using business directories, following leads from existing clients, participating in networking organizations and clubs, and attending trade shows and conferences.
- Prepare sales contracts for orders obtained, and submit completed orders for processing.
- Select the correct products or assist customers in making product selections, based on customers' needs, product specifications, and applicable regulations.
- Collaborate with colleagues to exchange information, such as selling strategies or marketing information.
- Performs other related duties as assigned.

Skills:

- **Speaking**—Talking to others to convey information effectively.
- **Persuasion**—Persuading others to change their minds or behavior.
- **Active Listening**—Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Social Perceptiveness**—Being aware of others' reactions and understanding why they react as they do.
- **Negotiation**—Bringing others together and trying to reconcile differences.
- **Reading Comprehension**—Understanding written sentences and paragraphs in work-related documents.
- **Service Orientation**—Actively looking for ways to help people.
- **Active Learning**—Understanding the implications of new information for both current and future problem solving and decision making.

- **Complex Problem Solving**—Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- **Coordination**—Adjusting actions in relation to others’ actions.

Knowledge:

- **Sales and Marketing**—Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
- **Customer and Personal Service**—Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **English Language**—Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- **Computers and Electronics**—Proficiency in the Microsoft office suite, working knowledge of specialty software such as Giza, QuickBooks, Salesforce.
- **Production and Processing**—Knowledge of raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.

Attributes:

- **Oral Expression**—The ability to communicate information and ideas in speaking so others will understand.
- **Oral Comprehension**—The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Speech Clarity**—The ability to speak clearly so others can understand you.
- **Speech Recognition**—The ability to identify and understand the speech of another person.
- **Written Comprehension**—The ability to read and understand information and ideas presented in writing.
- **Written Expression**—The ability to communicate information and ideas in writing so others will understand.
- **Deductive Reasoning**—The ability to apply general rules to specific problems to produce answers that make sense.
- **Near Vision**—The ability to see details at close range (within a few feet of the observer).
- **Problem Sensitivity**—The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- **Inductive Reasoning**—The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Supervisory Responsibility:

- This position has no direct supervisory responsibilities, but does serve as a coach and mentor for other positions in the department.

Work Environment:

- This job operates in a professional office environment. This role routinely uses and requires proficiency in standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

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.
- The employee is occasionally required to sit; climb or balance; and stoop, kneel, crouch or crawl.
- The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Position Type/Expected Hours of Work:

- Some flexibility in hours is allowed, but the employee must be available during the “core” work hours of 08:00 a.m. to 5:00 p.m. and must work 40 hours each week to maintain full-time status.
- Occasional evening and weekend work may be required as job duties demand.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Required Education and Experience:

- Minimum high school graduate. Minimum 2yrs recent outside sales experience.

Preferred Education and Experience

- Bachelor’s Degree. Experience in specialty software programs such as Giza, Salesforce and QuickBooks. Advanced training in recent sales techniques

OTHER DUTIES:

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.

SIGNATURES:

This job description has been approved by all levels of management:

Executive Manager: _____

Direct Manager: _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee: _____

Date: _____