

Job Description

Job Title: Sales Representative

Department: Sales

Reports To: Sales & Marketing Manager

Summary: Through frequent travel and in-office work, sells corporate products to business and industrial establishments or individuals while providing exemplary customer service. Consistently acts as a representative of Benchmark Foam by personifying the company's core values of integrity, commitment, and excellence which drives our On-Time Delivery Guarantee.

Essential Duties and Responsibilities: 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. Benchmark Foam operates on the principle of effective teamwork. Other duties may be assigned, including cross-training and/or working in other departments.

Solicits product sales both in-office and while traveling. Builds and maintains customer relationships. Talks with customers by phone and in person to receive, and then process product orders. Handles inbound sales lead calls to convert calls into sales. Answers questions about products and service. Works with team members to generate ideas that will solve customer needs. Overcomes technical and business objections of prospective customers. Emphasize salable features, quotes prices and credit terms, and prepare sales orders for orders obtained.

Track stock levels. Computes amount of material required to complete orders. Estimates date of delivery to customer, based on knowledge of Benchmark Foam Inc. production and delivery guarantee. Assists in drawing layouts.

Investigates and resolves customer problems with deliveries. Resolves customer complaints and/or recommends corrective services to resolve customer complaints.

Attends installation sites utilizing Benchmark Foam products. Coordinates customer training. Continuously builds customer lists by traveling to meet former, current and prospective customers. Provides product demos to qualified customers.

Complies with company directives to meet goals. Demonstrate understanding of profitability. Understands competitor strategies. Travels in order to experience and assess the marketplace to gain understanding of factors that may impact corporate sales strategies. Attends trade shows, wholesale and retail outlets, industry functions.

Generates ideas to expand into new markets. Compiles lists of prospective customers for use as sales leads, based on information from the construction industry, wholesale and retail outlets, ad inquiries, trade shows, direct mail responses, dealer resellers, business directories, Internet Web sites, internal customer database, and other sources.

Makes outbound lead follow-up calls to past, potential and existing customers by telephone, direct mail and e-mail to qualify leads and sell products and services. Update customer database to reflect current customer status, contact details, etc. Enter new customer data and other sales data into computer database. Make and log outbound calls to follow-up on quotes. Make and log outbound sixty-day load fill calls. Make and log outbound calls to new prospects as determined by the new prospect brochure mailing schedule.

Prepares travel reports. Works with team members to keep account activities and literature up to date. Attends and participates in scheduled Sales meetings. Sets annual sales projections.

Sets product pricing structures in a manner which allows Benchmark Foam to maximize profits while staying competitive in the market place.

Job Specific Competencies:

Education and/or Experience: Associate's degree (A. A.) or equivalent from two-year college or technical school; or minimum six months related experience; or equivalent combination of education and experience.

Language Skills: Ability to read and interpret documents such as blueprints, project plans, general business periodicals, technical procedures and governmental regulations. Ability to write project plans, routine reports and correspondence. Ability to speak effectively before groups of customers or team members.

Mathematical Skills: Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.

Reasoning Ability: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to solve practical problems and deal with situations involving a variety of solutions.

Computer Skills: To perform this job successfully, an individual should have knowledge of basic computer hardware and software. Experience with maintaining CRM/ERP software is beneficial.

Certificates, Licenses, Registrations: Current South Dakota Class 1 - Car/Light Truck Driver's License required.

Other Qualifications: Must be able to travel on a frequent basis.

Essential Physical Functions: While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to climb or balance. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment: While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts; fumes or airborne particles and outside weather conditions. The noise level in the work environment is usually moderate.

Competencies:

Adaptability - Adapts to changes in the work environment; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings on time.

Dependability - Follows instructions and responds to management direction; takes responsibility for own actions; keeps commitments; commits to working extra hours, when necessary to achieve goals; completes tasks on time or notifies appropriate person with an alternate plan.

Diversity - Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.

Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works ethically and with integrity; upholds organizational values.

Initiative - Volunteers readily; undertakes self-development activities; seeks increased responsibilities; looks for and takes advantage of opportunities; asks for and offers help when needed; motivates others to perform well; effectively influences actions and opinions of others.

Innovation - Displays original thinking, passion, optimism and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas; presents ideas and information in a manner that gets others' attention.

Interpersonal Skills - Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.

Judgment - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions; demonstrates accuracy and thoroughness.

Motivation - Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; participates in meetings.

Organizational Support - Follows policies and procedures; supports organization's goals and values; aligns work with established goals; implements cost-saving measures. Consistently acts as a representative of Benchmark Foam by personifying the company's On-Time Delivery Guarantee.

Planning/Organizing - Prioritizes and plans work activities; develops realistic action plans; sets goals and objectives; uses time efficiently to meet productivity standards; completes tasks accurately and on time; demonstrates accuracy and thoroughness; monitors own work to ensure quality; looks for ways to improve and promote quality.

Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.

Professionalism - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions.

Safety and Security - Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.

Strategic Thinking – Processes information; uses intuition and experience to complement information.

Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed; meets commitments; gives and solicits feedback; manages difficult or emotional situations; provides customer service to fellow team members by responding promptly to needs.

Technical Skills - Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Written Communication - Writes clearly and informatively; presents numerical data effectively; able to read and interpret written information.

*This document does not constitute an offer of employment or create an employment contract of any kind.
Any job offer will not provide a contract other than an at-will relationship between Benchmark Foam Inc. and employee.*

The Company has reviewed this job description to ensure that essential functions of the position have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

I have read and understand my responsibilities for this role at the Company as noted above, and declare that I am able to perform the essential functions of the position with or without a reasonable accommodation.

Employee Signature: _____ Date: _____

Origination Date: May 2010

Revision Date: November 2011; May 2020; August 2022