

FLSA Status: Exempt

Reports to: Sales Manager

Position Summary:

Properly and safely achieve maximum sales profitability, growth, and account penetration within an assigned territory and/or market segment by effectively selling the company's products and/or related services, professionally and effectively resolve customer complaints, and secure new business accounts/customers

Job Duties & Responsibilities:

- Promote/sell/secure orders from existing and prospective customers through a relationship-based approach
- Demonstrate products and services to existing/potential customers and assist them in selecting those best suited to their needs
- Establish, develop, and maintain business relationships with current customers and prospective customers in the assigned territory/market segment to generate new business for the organization's products/services
- Make telephone calls and in-person visits and presentations to existing and prospective customers
- Research sources for developing prospective customers and for information to determine their potential
- Develop clear and effective written proposals/quotations for current and prospective customers
- Expedite the resolution of customer problems and complaints
- Coordinate sales effort with marketing, sales management, accounting, distribution, and IT
- Analyze the territory/market's potential and determine the value of existing and prospective customers value to the organization
- Create and manage a customer value plan for existing customers highlighting profile, share, and value opportunities
- Identify advantages and compare organization's products/services
- Plan and organize personal sales strategy by maximizing the Return on Time Investment for the territory/segment
- Supply management with oral and written reports on customer needs, problems, interests, competitive activities, and potential for new products and services
- Participate in trade shows and conventions
- Shall be responsible for reporting and taking any necessary action to prevent food safety and quality problems and safety incidents and accidents from occurring
- Duties shall be performed by the Sales Manager in the absence of the Sales Representative
- Relieve other Sales Representatives if absent from work
- Follow all policies and procedures including GMPs, SOPs, and SSOPs at all times
- Performs other related duties as assigned by Manager
- All employees are responsible for food safety and quality

Job Requirements:

- Must possess a valid driver's license
- Prior experience in sales or marketing desired

- Ability to problem-solve and determine solutions for customers
- Be results-oriented and able to work both independently and within a team environment
- Ability to accurately record data
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals
- Ability to read and comprehend instructions, correspondence, and memos
- Excellent verbal and written communication skills
- Ability to write professional correspondence to individuals within and outside of the company
- Ability to effectively present information in one-on-one and small group situations to other employees of the organization
- Ability to adapt to changing organizational and operational needs
- Ability to handle multiple tasks simultaneously
- Skilled in organization and prioritization and attention to detail
- Must be able to work flexible hours including overtime, weekends, and holidays
- Must be able to pass all medical exams and drug and background checks (including criminal)