

**Job Title:** Sales Representative  
**Department:** Sales & Marketing  
**Reports To:** Sales Manager, or CEO, as applicable  
**Approved By:** CEO  
**Approved Date:** 12/1/2011

### **SUMMARY**

Sells promotional solutions designed to create specific results for clients. Such solutions may include corporate safety programs, customer acquisition programs, employee retention plans or any other promotion that will help a client to achieve his or her objectives. These programs use custom imprinted promotional items, including wearables, writing instruments, glassware, calendars, etc. as incentives, premiums or recognition awards to motivate people to take the desired action or reward them for taking the action. Additionally, the Sales Representative may sell additional services and solution that are part of projectworks' business offerings, such as turnkey web stores, logistics and marketing support services, warehousing and fulfillment.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- 1) Performs all functions of sales including outside sales, inbound and outbound telephone and email sales, data input and order entry.
- 2) Develops lists of prospective customers/clients by targeting businesses that utilize or may utilize promotional products and services, using any existing network of contacts and consulting with business associates. Identifies key contacts, researches them to obtain business contacts, and presents promotional solutions to assist the client's sales, marketing and personnel/HR efforts.
- 3) Performs the following functions: conducts product research, computes job costs, provides written job quotes, writes up new sales orders, places purchase orders with suppliers, tracks orders through the delivery process, keeps operating records, and performs work of subordinates or other team members, as needed.
- 4) Effectively and clearly communicates with clients and prospects in person, by telephone, email and/or written correspondence to assist with the processing of new or existing orders.
- 5) Ensures strong communication and follow-up by entering prospects and related correspondence/touches into projectworks' contact management system.
- 6) Informs clients of types of promotions and products available by providing samples. Also may hand deliver samples to client for approval.

- 7) Communicates with clients regarding artwork, manufacturing details and deadlines, specials and promotions
- 8) Performs all sales functions and confers with clients and company officers to resolve inquiries or complaints.
- 9) Assists in the collections of payments on accounts.
- 10) Performs all functions outlined in the projectworks Sales Team Manual.

### **SUPERVISORY RESPONSIBILITIES**

Assists the supervisor in overseeing all sales support team members. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include training new employees, addressing complaints and resolving concerns/problems.

### **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.

### **EDUCATION and/or EXPERIENCE**

Bachelor's degree (B.A., B.S.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

### **LANGUAGE SKILLS**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

### **MATHEMATICAL SKILLS**

Ability to work with basic arithmetical problems. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

### **REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

## **COMPUTER SKILLS**

Ability to use a personal computer (PC) running Windows or Mac Operating System. Ability to proficiently browse the Internet using a web browser (Internet Explorer, Mozilla Firefox, Google Chrome, or Apple Safari). Ability to use an email client such as Microsoft Outlook or Apple Mail for electronic mail communications. Proficiency with Microsoft Office Suite (Word, Excel, PowerPoint) to create and edit word processing, spreadsheet, and presentation documents. Proficiency with database systems (as an end user), such as FileMaker Pro-based systems.

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

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