

General Distributing Company
Job Description

Effective: 15 January 2018

Title: Outside Sales – Janitorial/Custodial

Incumbent: Scot W. Vance

Reports To: Great Falls Branch Manager

Incumbent Sign-Off

Branch Manager

Approved By: _____

President

Objective:

To build, develop and enhance customer relationships through creative and innovative value-added product and service solutions with the focus on helping make the customer more productive, efficient, and profitable. This is to be done through penetrating existing markets and customers as well as building and developing new customers and markets.

Responsibilities:

The essential functions of the position include but are not limited to the following:

1. Develop and maintain customer relationships by calling on and servicing customers on a daily basis.
2. Work with customers to determine problems and concerns they have and come up with value-added solutions that help make the customer more profitable.
3. Demonstrate product for customers and provide counsel and assistance on customer needs or product application issues.
4. Understand the true costs of servicing the customer including delivery costs, product knowledge and training, and conscientiously working to achieve the maximum value and profit to the customer and to the company with the most efficient use of company resources.
5. Work with the branch manager and Industrial Sales Manager reviewing key financial goals set for the branch and working together to develop and implement action plans to help achieve and exceed the goals.
6. Work with stock points to help expand sales territories
7. Work with suppliers making joint sales calls when they are in the area and reviewing new product offerings and making the determination as to customer application and proactively demonstrating new product line to prospects.
8. Maintain quality service by following quality customer service standards and resolving customer service problems.
9. Work with branch manager and Industrial Sales Manager to keep accounts receivable within company guidelines.
10. Work with branch manager and purchasing manager to keep inventory turns within company guidelines.
11. Work with purchasing manager on cycle counting, inventory accuracy, and physical year-end inventory.
12. Achieve mutually agreed upon number of cold calls per quarter as set by sales person, branch manager and Industrial Sales Manager.
13. Achieve mutually agreed upon number of Product Service Agreements (PSA) as determined by branch manager and Industrial Sales Manager
14. Hot-shot and cylinder deliveries as required.
15. Work with inside sales and customer service or branch manager to have them help prepare bids and quotes. Limited time should be spent on non-productive paperwork.
16. Maintain professional and technical knowledge by attending educational workshops and reading trade magazines.
17. Contribute to the team effort by doing whatever it takes to get the job done.

REPORTS PREPARED

Special branch activities reports as requested by the president

INTERFACE:

Internal: Must positively interface at all levels within the company including particular emphasis with the Industrial Sales Manager, branch staff, purchasing, accounts receivable, and customer service.

External: Must maintain positive interface with customers and vendors

QUALIFICATIONS:

Experience: Minimum of two years' experience in a sales related field; preferably acquired in the janitorial field.

SPECIAL REQUIREMENTS:

1. Ability to analyze customer issues and concerns and determine value-added solutions that will benefit the customer and the company.
2. As required, capable of completing work schedule which may be before or beyond regular work hours.
3. Basic understanding of key financial ratios including gross margin, gross margin %, and net income.
4. Completion of all reports required of management including but not limited to call reports, prospect reports and joint vendor call reports.
5. Properly utilize computer system for order entry, customer history, and ordering
6. Ability to lift or maneuver product in excess of 300#.
7. Limited overnight travel required.

EQUIPMENT UTILIZED:

1. Company Truck
2. Forklift
3. Hand Cart
4. Computers
5. Standard Office Equipment—fax, copier, etc
6. Various Hand Tools

NOTE: General Distributing has the right to change or add the duties of the position at any time.