



## **Northwest Contractors Supply, Inc.**

### Outside Sales Representative Laramie Branch

**Job Title:** Outside Sales Representative Laramie Branch

**Department:** Sales

**Supervisor:** President, Vice President, & Branch Manager

**FLSA Status:** Exempt

#### **Summary**

Sells products for distributor to business and industrial establishments or customer's place of business by performing the following duties.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

Compiles lists of prospective customers for use as sales leads.

Travels throughout assigned territory to call on regular and prospective customers to solicit orders, or talks with customers on sales floor or by phone.

Displays or demonstrates product, using samples or catalog, and emphasizes saleable features.

Quotes prices and prepares sales orders for orders obtained.

Estimates date of delivery to customer, based on knowledge of delivery schedules.

Works with inside sales representatives to keep account activities and literature up to date.

Tracks stock levels.

Develops and maintains relationships with purchasing contacts.

Investigates and resolves customer problems with deliveries.

#### **Supervisory Responsibilities**

This job has no supervisory responsibilities.

## **Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

Continuous Learning - Strives to continuously build knowledge and skills.

Job Knowledge - Requires minimal supervision; displays understanding of how job relates to others; uses resources effectively.

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.

Customer Service - Responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.

Communications - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.

Cooperation - Establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts. Keeps showroom floor and warehouse organized and tidy, cleaning up and putting away tools and inventory at the finish of each project.

Managing Customer Focus - Monitors customer satisfaction; develops new approaches to meeting customer needs.

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

Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; 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.

Written Communication - Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.

Team Leadership - Fosters team cooperation; supports group problem solving; ensures progress toward goals; acknowledges team accomplishments.

Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.

Business Acumen - Understands business implications of decisions; displays orientation to profitability; demonstrates knowledge of market and competition; aligns work with strategic goals.

Conflict Resolution - Encourages open communications; confronts difficult situations; maintains objectivity; keeps emotions under control; uses negotiation skills to resolve conflicts.

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

Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values.

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

Consultative Selling - Builds rapport and establishes trust; asks questions to discover client business needs; applies product and market knowledge effectively; presents solutions that meet customer objectives.

Personal Appearance - Dresses appropriately for position; keeps self properly groomed and wears appropriate clothing and foot wear.

Sales Skills - Achieves sales goals; initiates new contacts; maintains customer satisfaction; maintains records and promptly submits information.

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

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

Initiative - Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.

Innovation - Displays original thinking 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.

Judgement - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; sets goals and objectives.

Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

**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**

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience. General knowledge of residential and commercial plumbing preferred. Knowledge or experience in construction beneficial, but not required. Experience in reading blueprints and spec books is a plus.

### **Language Skills**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

### **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 deal with problems involving several concrete variables in standardized situations.

### **Computer Skills**

To perform this job successfully, an individual should have knowledge of Microsoft Office Suite Word Processing software and use of an inventory database.

### **Certificates, Licenses, Registrations**

**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; walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and talk or hear. The employee is frequently required to sit. The employee must regularly 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.

**Work Environment** The work environment characteristics described here are representative of those an employee encounters while performing 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 frequently exposed to high, precarious places; toxic or caustic chemicals and outside weather conditions. The employee is occasionally exposed to moving mechanical parts; fumes or airborne particles and vibration. The noise level in the work environment is usually moderate.

### Job Description Acknowledgement

I have received, reviewed and fully understand the job description for Outside Sales Representative. I understand that this job description is a guideline and does not entail all duties expected. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name \_\_\_\_\_

Date \_\_\_\_\_

Employee Signature \_\_\_\_\_