

JOB DESCRIPTION-OUTSIDE SALES & SERVICES REPRESENTATIVE

GRAIN BELT SUPPLY COMPANY, INC.

217 E. Diamond Drive, Salina, KS 67401

www.grainbeltsupply.com

Job Title: Outside Sales & Services Representative

Department: Sales

Reports to: Sales Manager

FLSA Status: Exempt

Prepared by: CDH

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Summary

Sells products for manufacturer or distributor to business and industrial establishments or individuals at sales office, trade show or customer's place of business by performing the following duties.

Essential Duties and Responsibilities

To perform this job successfully, an individual must be able to complete each essential duty satisfactorily. (Other duties may be assigned by the Manager.)

- Compiles lists of prospective customers for use as sales leads, based on information from newspapers, business directories, industry ads, trade shows, internet web sites and other sources.
- Travels throughout assigned territory to call on regular and prospective customers to solicit orders or talks with customers in person, via email or by phone.
- Displays or demonstrates product using samples or catalog, and emphasizes salable features.
- Quotes prices and credit terms and prepares sales contracts for orders obtained.
- Estimates date of delivery to customer, based on knowledge of own firm's production and delivery schedules.
- Prepares reports of business transactions and keeps expense accounts.
- Works with inside sales representatives to keep account activities and literature up to date.
- Tracks stock levels.
- Coordinates customer training.
- Enters new customer data and other sales data for current customers into computer database.
- Develops and maintains relationships with purchasing contacts.
- Investigates and resolves customer problems.
- Coordinates and attends trade shows.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Competencies

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

Analytical – Collects and researches data, uses intuition and experience to complement data.

Design – Generates creative solutions; uses feedback to modify designs.

Problem Solving – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions.

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Project Management – Completes projects on time and budget.

Technical Skills – Strives to continuously build knowledge and skills.

Customer Service – Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.

Interpersonal Skills – Focuses on solving conflict; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.

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

Written Communication – Writes clearly and informatively; edits work for spelling and grammar; presents numerical data effectively; able to read and interpret written information.

Teamwork – Balances team and individual responsibilities; gives and welcomes feedback.

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

Business Acumen – Understands business implications of decisions; demonstrates knowledge of market and competition; aligns work with strategic goals.

Cost Consciousness – Develops cost saving measures; conserves organizational resources.

Ethics – Treats people with respect; works with integrity and ethically upholds organizational values.

Organizational Support – Follows policies and procedures; supports organization's goals and values.

Strategic Thinking – Develops strategies to achieve organizational goals; understands organization's strengths and weaknesses.

Judgment – Exhibits sound and accurate judgment; includes appropriate people in decision-making.

Motivation – Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles.

Planning/Organizing – Prioritizes and plans work activities; uses time efficiently.

Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position.

Quality – Looks for ways to improve and promote quality.

Adaptability – 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.

Dependability – Follows instructions; responds to management direction; keeps commitments; commits to long hours of work when necessary to reach goals.

Initiative – Looks for and takes advantage of opportunities; asks for and offers help when needed.

Qualifications

The qualifications listed below are representative of the knowledge, skill, and/or ability required.

- **Education and/or Experience**

Associate's degree (A. A.) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.

- **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.

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- **Mathematical Skills**
Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.
- **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 database software; design software; internet software; inventory software; manufacturing software, order processing systems, and spreadsheet software.

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 constantly required to sit, talk or hear, to use hands to finger, handle or feel and reach with hands and arms. The employee is frequently required to stand and walk. The employee must frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color 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.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts; fumes or airborne particles; outside weather conditions; extreme cold; extreme heat; and vibration. The noise level in the work environment is usually average.