

**ROASTAR
POSITION DESCRIPTION**

Job Title: Outside Sales Representative	Prepared by: William G. Reif
Department: Sales & Marketing (720)	Approved by: Human Resources
Reports to: Sales & Marketing Manager	Direct Reports: None
Revision Date: 2/1/2020	FLSA Status: Exempt

Job Purpose

The Outside Sales Representative is responsible for establishing and maintaining long-term Customer relationships by developing business through travel and providing customer service, as well as reinforcing sales management practices to enhance all levels of sales and profit.

Essential Duties and Responsibilities

The list of duties and responsibilities is not all inclusive and may be expanded to include other duties and responsibilities, as management may deem necessary.

Administrative

- Follow all Company safety policies and safety procedures in order to maintain a safe work environment
- Follow all Company policies, rules and regulations
- Provide detailed expense reports on a bi-weekly basis
- Ensure customer account information is accurate in the Company-specific systems
- Attend industry trade shows, assisting with set-up, working and tear-down when exhibiting
- Support Company programs, goals and initiatives

Customer Relations

- Meet or exceed sales and profit goals established in annual forecast, budget and goals
- Develop and maintain relationships with assigned customers, including key accounts with an expectation of 75% of time being spent traveling
- Ensure follow-up with customers on orders and inquiries
- Ensure customer satisfaction
- Promote Company capabilities and products to customers
- Promote Marketing Department promotions and programs to customers
- Explain Company policies and procedures (trial roll programs, warranty information and blanket sales order procedures, etc.)
- Address and resolve customer complaints on a timely basis
- Provide specification and quality documents, as necessary
- Build Company awareness with regard to specific, targeted markets

Leadership

- Act as a professional representative of Roastar, Inc. at all times
- Participate in training other associates and acting as a mentor
- Assist in the development of annual forecast and goals, including the sales forecast for customer lists
- Monitor sales trends and product performance results
- Coach Inside Sales Representatives regarding account information and how to service the customer base effectively
- Continually enhance personal sales skills in order to promote a professional image

Communication

- Attend all Company Sales Meetings when in the office
- Use Request for Analysis system to develop new business opportunities
- Maintain effective communication with management regarding price issues in the marketplace
- Maintain effective communication with management by developing a weekly itinerary and the use of call reports
- Provide support and feedback to Accounting/Credit Department as it relates to customer accounts

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

- 4 -year Bachelor Degree
- Work experience in the field of flexible packaging is preferred
- Special consideration for experience in pre-made pouches

Specific Skills, Licensure and Certifications

- Excellent communication skills, including written, interpersonal and listening
- Capable of analyzing issues and developing solutions
- Ability to be creative and innovative
- Excellent judgment and decision-making ability
- Organizational and time management skills
- Ability to retain product and process knowledge
- Confidence and professionalism in representing the Company
- Willingness to be a team player
- Valid driver's license and proof of insurability

Physical Requirements

The physical requirements 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 talk or hear. The employee is frequently required to stand; walk; and use hands to finger, handle, or feel. The employee is frequently required to travel.

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.

Standard office work environment.

Employee Acknowledgement _____ Date ____/____/____

Supervisor/Manager Acknowledgement _____ Date ____/____/____

The above statements reflect the general details necessary to describe the principle functions of the occupation described and shall not be construed as a detailed description of all work requirements that may be inherent in the occupation.