

Knight Guard Alarm

SALES REPRESENTATIVE JOB DESCRIPTION

- REPORTS TO:** Department Manager
- FLSA STATUS:** Non Exempt- Hourly/Non Management
- WORK SCHEDULE:** Schedule may vary according to the needs of the location or department.
- SUMMARY:** Sell service and product to businesses or groups of individuals. Sell or solicit alarms. Provide professional, courteous service to customers at all times. Performs independently, exercising good judgment and initiative. **Collects Funds for Services Rendered.**

DUTIES AND RESPONSIBILITIES:

- Answer customer's questions about products, prices, availability, product uses, and credit terms.
- Prepare and deliver sales presentations to new and existing customers.
- Contact regular and prospective customers to demonstrate products, explain product features, and solicit orders.
- Maintain assigned account bases while developing new accounts.
- Process all correspondence and paperwork related to accounts.
- Identify prospective customers by using business directories, following leads from existing customers, participating organizations and clubs, and attending trade shows and conferences.
- Draw up contracts on new and existing customers.
- Consult with customers after sales or contract signing in order to resolve problems and to provide ongoing support. **Collects Funds for Services Rendered.**
- Provide customers with estimates of the costs for product and services.
- Recommend products to customers, based on customers' needs and interests.
- Inform customers of available options for products and services.
- Coordinates delivery of products and services with management.
- Monitor market conditions, product innovations, and competitors' products, prices and sales.
- Attends training/meetings as directed and assigned by management.
- **Ensures profitability of company services and products, including developing of new marketing tactics.**
- **Other duties and responsibilities that may be added or assigned by management.**

ESSENTIAL FUNCTIONS:

- Performs general work duties as assigned.
- Promote and applies principles and methods for showing, and selling products and services.
- Marketing strategy and tactics, product demonstration, sales techniques.
- Applies principles and processes for providing customer quality standards for services, and evaluation of customer satisfaction.
- Applies positive time management to ensure customers needs.
- Good interpersonal and analytical skills.
- Work any assigned shifts as required.

EDUCATION:

- High School education and or training in vocational schools, related to the job experience, or associates degree.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Ability to obtain and renew any certificates, licenses, registrations required by law.

SKILLS REQUIRED:

- Sales and marketing strategy including customer needs assessment.
- Working knowledge of and/or the ability to quickly learn appropriate product and services.
- Demonstrate the ability sell and promote product.
- Effective communication skills, giving full attention to customer needs.
- Negotiation: demonstrate the skill of closing deals.

ABILITIES:

- To perform this job successfully, individual must be able to perform each essential duty satisfactorily. The requirements listed are the representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Ability to guide oneself with little or no supervision. Lift and carry up to 50 lbs.

Employee Acknowledgement:

Signature _____ **Date:** _____

Print _____