



Oxford City Supplies

Job Description 2009

Job Title : Sales Representative

Reports To : Sales Manager, Operations Manager, Managing Director

Job Purpose : Your role is to sell the goods and services we offer to our current customer base. To develop these accounts and bring on new business in accordance with the sales strategy and your individual targets.

Key Responsibilities and Accountability :

1. You are responsible for all aspects of the accounts in your territory. Although others within the company will work on these accounts, they do so at your bequest
2. Your working hours are from 0800 – 1700hrs Monday to Friday with a one hour break for lunch. From time to time you will be expected to work outside of these hours to fit in with the requirements of the customers, the management team and your work load.
3. You are expected to call on, manage and develop the accounts in your territory – you must call all of your accounts, no matter how small at least once every six months.
4. You should present yourself to our customers in a neat and orderly manner calling on them at all times and in a way so as to encourage their goodwill, trust and confidence. Any behaviour that may be deemed to be offensive to the customer is not allowed during the working day.
5. You are expected to meet the agreed company goals and targets for growth both financially and in terms of new accounts.
6. You will ultimately be responsible for collect payments from customer promptly.
7. Any cash that is collected must be receipted on all copies of customers and our paperwork. It must be handed over and signed off in the cash book as soon as possible by the office
8. On the Friday following the end of a month you will be expected to present the relevant paperwork to the sales manager - in his absence you should provide the paperwork to the operations director. If without reason, you fail to present this paperwork, your bonus may be delayed to the month following.
9. You are expected to keep your customer records and the offices up to date. To write reports and carry out a suitable amount of admin/paperwork outside of your working hours.
10. You are responsible for your vehicle, it must be cleaned inside and out once a week and safety checks are to be made in accordance with the vehicles manual. You must ensure

you check all the things that make the vehicle legal and safe. Particular attention is to be paid to the oil, water, battery, 1st aid box, lights and tyres. Servicing, Mot and Tax need to be checked and kept up to date.

11. From time to time you will be required to represent the company in a sales capacity and to complete tasks not directly related to your own accounts. There will be no additional reward for this.
12. It's important that you participate in regular meetings with your sales manager where you will be expected to make meaningful contributions to the planning process and the future direction and operation of the sales team.
13. You are expected to be able to plan and prioritise your own sales activity to match the goals of the company
14. You are responsible for maintaining customer satisfaction in your territory.
15. You are expected to maintain two way communication with the sales manager – informing him of any relevant activity in your area on a regular basis. This means:
 - a. Feeding back competitors prices
 - b. Letting them know about leads and prospects in your area
 - c. Informing them of the debtors situation
 - d. And most importantly any problems you are aware of.

Notes

It's important that we maintain an ethical, professional and long term view of our customer relationships and sales.

It's crucial that we maintain and grow our product knowledge and keep up to date on industry trends and sales techniques.

When attending meeting it will be up to you to take notes of relevant actions and follow these through.

It's important that you follow through sales to their end conclusion making sure that the customer is happy with what we have done.

If you are failing to achieve your targets it's important to inform the sales manager as to why as soon as you are aware of the problem.