

JOB DESCRIPTION

Job Title:	Outside Sales
Reports To:	President and Branch Manager
Department:	Sales/Customer Service
Location:	All Locations

GENERAL SUMMARY

The Outside Sales Representative is responsible for selling all company roofing materials including; residential, commercial and specialty products and services. The Outside Sales Representative will reach his or her sales targets by generating new customers by reviewing the benefits Roofers Supply offers over the competition. This will also be accomplished by developing ongoing, profitable relationships with customers and continually maintain a professional image of the company. Will conduct themselves at all times with the four values of: Honesty, Integrity, Trust and Mutual Respect.

ESSENTIAL FUNCTIONS (TASKS & RESPONSIBILITIES)

- Maintain commitment to annual company objectives.
- Review Orders for accuracy of product, pricing, delivery address, pitch/roof type, coordinates.
- Review delivery availability with operations team prior to committing to customer dates and times.
- Get signed order acknowledgements at time of order.
- Work in conjunction with the credit department, so as to help maintain, set-up and may help collect on specific accounts, while maintaining all company policies and procedures.
- Accurately maintaining all sales records and supportive documentation in regards to any and all products purchased to protect customers and company alike.
- Educate customers on all products available to ensure customer is using proper application of products.
- Call on current customers on a regular basis to maintain relationship and review upcoming needs.
- Communicate with operations on new business or deliveries that may require special conditions.
- Demonstrate product when necessary for increased value in service and knowledge.
- Review product, pricing, and warranties at time of sale.
- Be available to coordinate any issues with product, delivery or warranties with customer and manager for positive conflict resolution.
- Process purchase orders and sales orders for specialty items and job quantities.
- Meets or exceeds sales targets, margins and goals as outlined in personal sales contract.
- Follow up on special orders to communicate with customer when deliverable.
- Review and get signed order acknowledgments for special order product, to ensure accuracy.
- Ensure customers understand special orders are non-refundable.
- Generate new customers by building relationships and selling advantages of Roofers Supply.
- Address all customer complaints immediately with management for mutual resolution.
- Quote pricing for all customer jobs and maintain records for proper pricing of ongoing job accounts.
- Support and adhere to all company Standard Operating Procedures.
- Attend Manufacturers and product knowledge trainings to continue education on current and new products their features and warranties.
- Continuous training on current roofing products to maintain highest level of professional knowledge.
- Attend regular sales meetings with management and team when requested.
- Assist customers in loading material when requested.
- Participate and support sales initiatives in regards to company events and tradeshow.
- May serve as back up for Inside Sales staff on occasion.
- Manage hours and expenses outside of the office when visiting customer job sites and locations.
- Required to work shift on the Saturday rotations as set by branch manager.
- Ability to lift up to 100 pounds
- Adhere to all company policies and procedures.

QUALIFICATIONS

Education:

- High School or equivalent work experience

Reasoning Ability:

- Demonstrated ability to convert prospects and close deals while maintaining established sales quotas.
- Strong knowledge of retail and/or wholesale sales principles, methods, practices, and techniques.
- Strong problem and conflict resolution skills.
- Able to build and maintain lasting relationships with customers.
- Exceptional verbal and written communication skills as well as, a strong listener.
- Self motivated, with high energy and an engaging level of enthusiasm while ensuring the four values.
- Ability to work individually and as part of a team.
- Must possess a valid driver's license and motor vehicle record insurability.

Related Experience:

- Minimum of 2 years related sales and/or retail experience

Other Knowledge/Skills/Abilities:

- Must have a strong customer focus and a demonstrated ability to work within a team of service oriented individuals. Must have a passionate commitment for extraordinary levels of service quality and customer satisfaction.
- Strong understanding of specialty products and their applications.
- Must have excellent mathematical skills.
- Must be willing to work in an extremely demanding environment, while multi-tasking and maintaining the highest level of accuracy.