McQuade & Bannigan Inc.

JOB DESCRIPTION

Job Title:	Outside Sales	**FLSA Classification:**	
Department:	Sales	**Reports To:**	Sales Manager

Job Summary:

Contact current and prospective customers to market and sell McQuade & Bannigan's products including parts, service and rentals. Provide excellent sales and customer service by fielding/responding to customer inquiries, providing information and assistance, and procuring orders. Maintain and prepare all paperwork for accounts and maintain contact with customers to ensure all customer requirements are met in an efficient manner and to continue a positive business relationship.

Essential Job Duties and Responsibilities: (Additional duties may be assigned)

45% Maintain and grow existing customer base by preparing sales strategies to identify and qualify prospects for McQuade & Bannigan's parts, service and rentals. Schedule appointments and travel to current and prospective customers to arrange face-to-face appointments to provide information and secure business. Establish and maintain rapport with accounts to promote a positive business relationship.

25% Perform job take offs and interact with customers and internal staff via phone and email on a variety of issues relating to products, pricing, availability, and to identify and resolve technical problems. Identify sales opportunities and make recommendations for business expansion.

10% Set up and maintain existing customer base by entering all pertinent information into the customer and prospect database to manage customer information, pricing, calendar and contact records, and to track, measure, and analyze sales data and activities to proactively manage customers' needs.

10% Process and submit purchase orders in a timely manner. Prepare and submit price quotes for customers and enter all required information into computer system.

5% Collect outstanding balances from customers.

5% Deliver and demonstrate product at customer location as required.

Maintain professional growth and development by attending training classes, seminars, and meetings to keep abreast of new products that affect our competitive position to support department and or company objectives.

Supervisory Responsibilities:

This position does not have any supervisory responsibilities.

Minimum Qualification Standards:

- High school diploma or GED is required.
- Associate's degree in business, marketing, or related field preferred.
- One to three years related sales/marketing experience.
- Equivalent combination of education and experience will be considered.
- Driver's license.
- Regular travel to customer or job site locations.
- Ability to work overtime and on weekends and be on-call as needed.

Knowledge, Skills, and Abilities:

- Computer proficiency including word processing, data entry, spreadsheets, and generating reports using standard software applications.
- Strong interpersonal and presentation skills and the ability to work effectively with diverse customers and suppliers.
- Excellent written and oral communication skills to interact with customers, vendors and co-workers in a professional and helpful manner in person or via phone or written correspondence.
- Ability to resolve difficult or stressful customer service issues in a professional manner.
- Strong organizational skills including the ability to manage multiple projects and details simultaneously.
- Knowledge of planning and scheduling techniques.
- Ability to gather data, analyze information, and prepare reports.
- Ability to identify and/or follow up sales leads and referrals.
- Ability to work independently and demonstrate initiative in meeting sales and revenue goals.
- Excellent negotiation and analytical skills.
- Ability to negotiate and manage contractual arrangements.
- Ability to maintain accurate records and data files.
- Ability to develop, plan, and implement short- and long-range goals.

Equipment, Machines and Software Used:

This position requires the regular use of a computer, printer, photocopier, telephone, fax machine, scanner, calculator, and adding machine. Must wear safety glasses, hard hat and gloves when performing certain job duties.

Computer Software: Microsoft Outlook or Express, Word, Excel, and PowerPoint.

Mental and Physical Requirements:

- Close mental and visual attention required to perform work dealing primarily with preparing, analyzing, and interpreting data and figures, using a computer terminal, and/or extensive reading.
- The employee is regularly required to sit, stand, walk, talk, hear, use hands to finger, grasp, handle, and perform repetitive motions. The individual is occasionally required to push, pull, reach, climb, stoop, kneel, and crouch.
- Ability to exert up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

Environmental Conditions:

The worker is required to travel on a regular basis and is subject to outdoor weather conditions.

Disclaimer:

- All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.
- This job description in no way states or implies that these are the only duties to be performed by the employee(s) occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.
- The company reserves the right to add to or revise an employee's job duties at any time at its sole discretion.
- This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

I acknowledge that I have read this job description and have received a copy for my records.	
Employee Name:	
Date:	