

GREAT NORTHERN EQUIPMENT DISTRIBUTING, INC.



Job Title: Territory Sales Manager

Last Update: 2/27/2019

Reports to: Sales Director

Supervises: None

Department/Location: Outside Sales/Indianapolis, IN

Work Schedule: Generally, 8-5 but flexibility for travel and customer availability

Eligible for remote work: Yes, up to 20%

Safety sensitive position subject to random drug/alcohol screening.

Basic Function: The Territory Sales Manager is responsible for performing sales and related activities in a defined geographical territory. This individual must be professional, courteous, reliable and results-oriented to consistently increase awareness, image & reputation of K&M Manufacturing and its associated brands.

Essential Functions:

- Participates with Supervisor in:
 - Establishing meaningful goals and policy guidelines pertaining to K&M sales.
 - Developing effective sales plans and programs to achieve established goals and objectives.
 - Developing effective plans for sales tracking, margin analysis and inventory control.
- Customer Service- Assists all customers and potential customers in a professional, courteous, reliable, attentive, honest and responsive manner.
- Identifies customer needs and provides knowledgeable assistance to help customers select the correct product to serve their needs.
- Continually promotes Company's reliability and service, advantages of Company products, and seeks additional selling opportunities.
- Provides on-site product demonstrations for current and potential customers:
 - Keeps customers informed of new products, industry news, K&M specials and other pertinent information.
- Informs customer of available sales tools: signage, literature, co-op, etc.
- Set up and maintain a Retail Dealer network.
- Eliminate and replace underperforming dealers.
- Grow dealer base each year by researching, qualifying and signing new dealers.
- Take appropriate steps, based on K&M's current guidelines and procedures, to properly set up dealers by completing applications, assuring that credit procedures are carried through and dealers receive appropriate sales materials / training aids.
- Successfully manages accounts through sales, service and technical support.
- Cold calls pre-selected businesses for sale of Company products
- Internal Process Support:
 - Assist with sales program development, special promotions and financing options.
 - Completes reports, call logs and inventory tracking.

- Supports internal staff with bad debt accounts, reviews and understands customer history – takes corrective action when necessary.
- Keeps supervisor informed of important developments, potential problems and related information.
- Study competition and obtain solid knowledge of comparative product features and benefits.
- Performs related work as apparent or assigned.
- Participates in all non-commissionable events deemed necessary by the Company (i.e.: sales meetings, trade shows, special sales, etc.).
- Travels to Renville, MN for sales meetings.
- Attends training as directed by K&M.

Secondary Functions:

- Directs customer/prospect to other staff for assistance.

Knowledge/Skills/Abilities:

To perform this job successfully, an individual must be able to perform each essential responsibility satisfactorily. These requirements are representative, but not all-inclusive, of the knowledge, skill, and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to see a job through to completion and passion to believe in the quality you provide.
- Knowledge of and willingness to follow company policies
- Honesty, dependability and unconditional ethics. Treats people with respect; works with integrity and ethically; upholds organizational values.
- Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback, Willingness to assist others.
- Take initiative to locate missing information or find possible solutions to an issue.
- Conduct themselves in a professional manner
- Ability to communicate effectively, both orally and in writing, with a wide variety of internal and external customers/vendors.
- Adapts to changes in work environment; changes approach or method to best fit the situation; able to deal with frequent change.
- Ability to effectively manage timetables, time requirements and deadlines.
- Thorough knowledge of the Company's product line and of customer requirements/peculiarities.
- Ability to display empathy and understanding when dealing with customers or potential customers. Responds promptly to customer needs.
- Ability to perform sales and related activities in a professional, courteous, reliable and results-oriented manner.
- Demonstrated ability to close sales.
- Consistently attains sales goals and call quotas.
- Willingness to travel 4-5 days per week.
- Go for No attitude.
- Uphold all equipment and operating safety requirements to avoid personal injury and property damage.
- Observe safety and security procedures.

Qualifications and Experience:

Required

- High school diploma or equivalent.
- High mechanical aptitude.
- At least five years of previous sales or customer service experience.
- Willingness and ability to cold call clients/businesses to develop sales leads, callback schedule and customer information file.
- Ability to communicate effectively, both orally and in writing with a wide variety of customers, Company personnel and others.
- Proficiency within Microsoft Office products: Word, Excel & Outlook.
- Must have a valid driver's license and good driving record.
- Ability to pass DOT qualifications.

Preferred

- Bachelor's degree (B.A. or B.S.) from a college and/or university.
- Proven success of meeting and/or exceeding a regionally established territory or regional quota.
- Agriculture background/knowledge.
- Business to Business sales experience.
- Knowledge of and experience with 2 step distribution.

Budgetary Responsibilities: Generate sales margin to cover position's payroll and overhead costs and contribute positively to margin.

Machines/Equipment: In the normal course of performing the duties of this job a phone, headset/hands free device, notebook computer, tablet, and company issued vehicle.

Physical Demands: The physical demands 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.

- Frequently required to use hands to handle objects and talk and hear.
- Ability to lift/move up to 70 pounds regularly.
- Frequent bending, twisting, stooping, reaching and lifting.
- Ability to drive an automobile and sit for long periods of time.
- Specific vision abilities required include close vision, distance vision. Peripheral vision, depth perception and the ability to adjust focus.
- Ability to pass DOT exam.

Travel: Regular travel on a regional basis for training and/or to trade shows and customer locations is required.

Work Environment:

- **Office:**
Office setting is climate controlled and the noise level is usually quiet to moderate.
- **Warehouse:**
Warehouse setting is partially climate controlled and the noise level is usually moderate. Employees may be regularly exposed to forklift, foaming and cutting equipment.
- **Other:**
This position will frequently work at or in transit to/from customer sites where working conditions will vary.
- **Home office:**

This position is eligible to work from a home office.

Summary: This job description is intended to convey information essential to understanding the scope of the position and it is not intended to be an exhaustive list of skills, efforts, duties, responsibilities or working conditions associated with the position.