



JOB DESCRIPTION

Job Title: SALES and SERVICE REPRESENTATIVE	Date: YYYY /MM /DD 2019/04/08
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Division: Sylvite Agri-Services	Location: Norwich
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This position reports to the Branch Manager.

JOB RESPONSIBILITIES:

OVERVIEW

- Effectively present, promote, and sell Sylvite products and services to existing and prospective grower customers
- Implementation of crop input planning to meet individual grower needs – including soil samples, fertilizer and crop protection recommendations, field visits
- Provide timely, accurate, competitive pricing on quotes for approval by the branch manager, while striving to maintain maximum profit margin
- Achieve agreed upon sales targets and outcomes in coordination with Branch budget and business plan
- Complete sales planning and reporting as assigned by the Branch Manager including the use of CRM system
- Establish, develop and maintain positive business and customer relationships
- Reach out to customer leads through cold calling
- Expedite the resolution of customer problems and complaints to maximize satisfaction
- Coordinate sales effort with team members and other branches when necessary
- Actively participate in continuous learning opportunities for sales, seed, and crop protection
- Controls expenses to meet budget guidelines
- Adheres to all company policies, procedures and business ethics codes

SALES AND SUPPORT

- Support the success of the sales team
- Support all administrative functions relative to the sales team and customer service.
- Participate in industry associations, attend related conferences, building network of customers, suppliers and partners.

BUDGETING AND FINANCIAL REPORTING

- Assist with the budgeting process at the branch level, including regular forecasts for revenue and profit levels and establish appropriate targets.

OPERATIONS AND SUPPORT

- Participate and support all branch activities to maintain a high level of customer service.

Initials

COMPANY KNOWLEDGE AND MUTUAL SUPPORT

- Become knowledgeable about all Sylvite branches and divisions and the products and services they provide to customers.
- Demonstrate adherence to ISO standards and other best practices.
- Documentation of all processes and tasks for which a function is responsible.
- Demonstrate a high degree of service to and collaboration with other branches and business units.
- Provide support to other department members maintaining a sense of team.
- Provide positive feedback to others when possible; coach others for success.
- Recommend opportunities for improvement of processes and systems as a result of the function performed or based on observations.
- Recommend opportunities for reducing costs.

KEY PERSONAL ATTRIBUTES REQUIRED FOR THE POSITION:

(job-related personal characteristics)

Demonstrate business acumen – includes the ability to analyze factors and market forces that impact profitability, prepare strategic reports, budgets, forecasts, etc.

Manage change; mediate and resolve conflict

Communication Skills; Developing relationships and partnerships, Presentation Skills

Decision Making and Problem Solving Skills

Customer Service Orientation

Superior Negotiation Skills

Represent yourself in a professional manner while working in a team related environment.

EDUCATION, EXPERIENCE and/or TRAINING REQUIREMENTS:

3+ years in a Sales Related Position

3+ years in Agriculture or related industry

University degree or College diploma in agriculture, related field or equivalent experience

Proficiency in all Office Software, particularly Excel

WORKING CONDITIONS: (unusual level of condition – measured according to duration, intensity and frequency):

Physical Effort (physical activity - lifting, carrying, physical motion)	Normal
Physical Environment (temperature, noise, other environmental or hazardous conditions)	Normal
Sensory Attention (effect of the job on one or more of the senses)	Normal
Mental Stress (social disruption, increased anxiety/stress)	Normal

Initials

