

Sales Representative (Redding, East Bay, Sacramento or Sonoma County Areas)
04/03/07

Position Objective:

This position generates revenue growth by utilizing a consultative selling approach and being a liaison between customers and the rest of the company. This position is responsible for anticipating and communicating customer needs and issues with other departments. They are also responsible to strive for the greatest profit margin possible and achieve budgeted sales goals by developing and implementing sound selling strategies within the market and the boundaries of integrity.

Key Result Areas:

- Establish and maintain a high level of customer satisfaction. Communicate to and work with the other departments as necessary to resolve unique customer issues/concerns.
- Demonstrate increased knowledge of products provided by Ritz FoodService, pricing and competition.
- Understanding of and ability to use H&S system:
 - Input orders and other information
 - Extract information: out of stock items, ETA of out of stock items, available substitutes, inventory levels, pricing, product information, pick tickets and invoices.
- Act as a liaison between the customer and Purchasing in order to make sure new items get ordered, no longer ordered items get discontinued, Special Orders are researched, Drop Ship orders are correctly billed, products have arrived on time to be delivered to customer, etc.
- Work with the Customer Service Representatives to review daily shortages and actively work to find solutions for customers who are shorted (or will be shorted)
- Notify customers of new services and products appropriate to them and attempt to find new sales with established customers
- Complete special order forms as necessary
- Regularly attend Sales Meetings
- Openly discusses concerns and needs with District Sales Manager and VP of Sales
- Works with Accounts Receivable to collect on accounts and to define credit terms that will most likely achieve payment and retain the customer
- Communicate with Accounts Receivable, Customer Service and/or Transportation before making agreements about deliveries or credit with the customer
- Creates a relationship with DSM where the District Sales Manager seeks out new business and the Sales Representative follows through and attempts to establish a new account

OTHER CONDITIONS:

This is a field position. This position is eligible to participate in sales bonus and recognition programs upon successful completion of sales orientation and /or training programs.

EXPERIENCE:

Food Industry and sales experience a plus

MINIMUM QUALIFICATIONS:

- Excellent communication and problem solving skills.
- Exhibit proficient use of personal computer
- Excellent problem-solving
- Flexibility
- Strong time-management skills
- Ability to perform basic accounting in regards to customer accounts

Ability to occasionally lift 50 lbs or less