



# Territory Account Sales Executive

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## JOB SUMMARY

The Territory Account Sales Executive serves as a key point of contact for assigned customers by promoting and selling products, building rapport, highlighting our services, responding to inquiries, answering questions, addressing/resolving concerns, and following up with customers in their assigned territory about quotes and orders placed. This role is essential to fulfilling our mission because our success depends on delighting our customers each day and our Territory Account Sales Executives help us to live up to that responsibility.

## ESSENTIAL JOB FUNCTIONS

### *Sales and Territory/Account Management*

- Promote and sell products/services to existing and prospective customers
- Implement Corporate Sales Strategy
- Meet or exceed Sales Goals
- Prepare weekly call reports and monthly forecasting reports for management
- Perform cost-benefit and needs analysis of existing/potential customers to meet their needs
- Establish, develop and maintain positive business and customer relationships
- Serve as the first point of contact for matters related to territory managed.
- Build and maintain professional, long-lasting customer relationships.
- Ensure the timely and successful fulfillment of orders according to customer needs and objectives by providing the business with all information relevant to the order.
- Develop new business with existing customers and/or identify areas of improvement to meet goals.
- Collaborate with team leader, supervisor and management to identify and grow opportunities within territory
- Collect market information and work with market intelligence
- Communicate to management any anticipated roadblocks or factors that could inhibit sales in the territory
- Prospect potential customers.
- Send shipping documents for customer approval to all accounts.
- Follow up with customers about pending quotes, payment, and shipping instructions; contact customer to follow up about payments for overdue invoices

### *Operational Support*

- Prepare proforma-quotes and sales orders.
- Check import/export restriction for items quoted.
- Compare customers' purchase orders against proforma-quote.
- Review customers' purchase orders and notify all relevant JMC parties about any discrepancies/missing information.
- Create sales orders. Prepare all paperwork needed for order processing.

### *Special Projects*

- Participate in Special Projects relevant for the business.

### *General Housekeeping, Maintenance and Organization of Work Areas*

- Maintain work areas and equipment in a clean and orderly condition and follow prescribed safety regulations. Participate in general office housekeeping as needed.
- Perform miscellaneous job-related duties as assigned.



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### QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Incumbent must be capable of consistently applying JMC core values including a strong commitment to customer satisfaction while performing tasks accurately with unflinching attention to detail and have demonstrated the following:

#### **A. Minimum Learned Skills and Abilities Required**

- Sales-Oriented and Results-Driven
- Successful use of persuasion and sales skills to achieve established goals while meeting customer needs
- Build and maintain professional, long-lasting pro-active customer relationships by building trust, valuing others, focusing on the customer, and demonstrating high integrity.
- Willingly work as a dedicated, focused, goal-oriented team member to establish and maintain productive professional internal and external working relationships and establish the highest level of integrity with others to share information in order to meet departmental goals, objectives, and timetables
- Eagerly and willingly learn about JMC products/services to remain a current and trusted resource to customers.
- Use the principles and processes for exceptional customer service including active listening to understand customer's requirements and needs to provide current applicable product information as well as to identify and anticipate future customer needs, meet quality standards for services, and evaluate customer satisfaction.
- Define problems, collect data, establish facts, and draw valid conclusions; think creatively within standard operating procedures, internal policies and compliance guidelines to recommend viable current and future sales opportunities.
- Manage multiple, concurrent priorities and easily adapt to changing priorities in order to meet established timetables; work independently within established guidelines.
- Communicate effectively in English and Portuguese and/or Spanish (as required) to present information and respond to questions from co-workers, supervisors, customers, and suppliers. Understand the meaning and spelling of words, rules of composition, and grammatical structure in all languages used.

#### **B. Minimum Education and/or Certification Requirements**

Graduation from a four-year College or University with a Bachelor's degree in Business Administration, Marketing and Sales, Biology, Chemistry, or related field.

#### **C. Minimum Experience Requirements**

Two years progressively responsible experience in Sales, Account Management, Import/Export; preferably involving technical sales of analytical samples, consumables and equipment; or an equivalent combination of education and comparable work experience.

#### **D. Work Environment and Working Conditions**

Physical effort is that normally associated with work in an office environment such as sitting for long periods and entering information into database and spreadsheet programs. Data entry speed should be at least 50 words/minute with no errors. The position may have to stoop and kneel to retrieve and file paperwork and reports. The position may experience some exposure to extremes of weather when outside entry door is opened.

#### **E. Information Technology, Process and Office Equipment Used**

Typical office equipment includes, but is not limited to, desktop workstations and laptops utilizing a Windows-based environment. Software consists of a variety of enterprise-level software products including Oracle NetSuite, Microsoft Office, including Word, Excel, Outlook, Power Point as well as a customized database for Customer - Relationship Management and a variety of web-based applications. Other equipment may include a variety of electronic devices such as cell phones, tablets, printers, copiers, and scanners.



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*HOURS OF WORK 8:00am-5:00pm Mon-Thurs with 30 minutes for lunch; 8:00am-2:00pm Fridays. Schedule may change with prior written supervisory approval. Periodically, some overtime may be required.*

### CERTIFICATION

**Employee:** I certify that I have received and reviewed this position description and acknowledge the description of my objectives and responsibilities.

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**Signature**

**Title**

**Date**

**Supervisor:** I certify that I have received and reviewed this position description with the employee named above and acknowledge their acceptance of the description of their objectives and responsibilities.

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**Signature**

**Title**

**Date**

**Executive:** I certify that I have reviewed this position description and acknowledge this position description is complete and accurate upon the time of review.

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**Signature**

**Title**

**Date**