

# Job Description

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<b>JOB TITLE</b>	SALES ASSISTANT
<b>CLASSIFICATION</b>	Non-Exempt
<b>REPORTS TO</b>	Customer Service Manager

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## **POSITION PURPOSE**

Sales Assistant (SA) is responsible for supporting Account Manager(s) they are assigned in all aspects of their position.

## **DUTIES AND RESPONSIBILITIES**

1. Provide administrative and sales support as requested.
2. To be available to customers assigned to the AM through current technology (phone, fax, e-mail, cell phone, etc.) so that they may respond to customer inquiries and requirements in a timely fashion.
3. Present Guernsey's programs to non-customers, as directed by AM, to open them up as new accounts and generate profitable business from them.
4. Develop and maintain a thorough understanding of Guernsey's products, services, resources, systems and tools available to satisfy customer requirements. Take steps to incorporate these as necessary into the customers program to meet their specific needs as directed by the AM.
5. To understand customer issues and work with AM to take appropriate action to resolve them to ensure complete customer satisfaction with Guernsey.
6. Perform all tasks in a timely fashion as established by the AM and Guernsey sales management team.
7. Maintain a working knowledge of the online ordering options, and other technologies, that Guernsey offers its customers, as well as other Guernsey operational systems.
8. Understand Guernsey's operational capabilities and policies pertaining to them.
9. Interact with customers and co-workers in a professional and courteous manner.
10. Attend sales meetings and training sessions as deemed appropriate by Guernsey management.

NOTE: This job description is meant to serve as a guideline for the general tasks of position. Other tasks and responsibilities may also be required as assigned.

**KNOWLEDGE, SKILLS, AND ABILITIES**

- Willingness to meet new people and establish rapport quickly
- Excellent customer service skills (friendly, courteous and helpful)
- Basic computer proficiency and aptitude to operate technology and software used by Guernsey
- Proven ability to work effectively in a team environment with colleagues
- Ability to effectively plan and set priorities to reach goals
- Strong analytical skills and attention to detail
- Excellent communication and organization skills
- Full understanding of company policies and procedures

**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 position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee is regularly required to use hands and fingers to operate a computer keyboard; reach with hands and arms; talk or hear; stand; walk; and sit. The job includes extensive use of close vision able to endure long periods of time looking at a computer monitor and working with paperwork.

**RESPONSIBILITY AND DECISION-MAKING AUTHORITY**

The employee is to work at the direction of the AM to satisfy customer needs by assigning resources and services to them that fall within the scope of those we regularly make available to our customer base. Extraordinary commitments of resources must be approved by Guernsey management prior to offering to the customer.

**WORKING RELATIONSHIPS**

The employee will be assigned to an Account Manager who will direct their daily activities. In addition, the employee will report directly the GM, SM.

**OTHER REQUIREMENTS**

Transportation – The employee must have the means to visit customer site locations throughout their geographic area of emphasis to meet customer and company expectations.

Communication – The employee must be accessible by phone, email and all commonly used devices and platforms to provide a responsive level of service to their customers.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Manager: \_\_\_\_\_

Date: \_\_\_\_\_