



## Sales Relationship Specialist (SRS)

**PROGRESSION OF SUPERVISORS:** Internal Sales Supervisor, Sales Manager, Director of Four Star Sales (DFS), Managing Director, Vice President, President

**JOB SUMMARY:** Manage the day-to-day partner relationships and sales process to guarantee your sales team hits established goals. The SRS will be responsible for administrative support & analysis, developing sales material, documentation and research which will benefit our sales organization.

### ESSENTIAL FUNCTIONS:

1. Develop and maintain a relationship with each customer by acting as their resource, champion, problem solver and in-house advocate. Initiate contact with customers regularly to maintain a successful relationship.
2. Assist your Regional Sales Representative (RSR) to create and execute a sales plan that contains clearly defined responsibilities.
3. Generate and calculate accurate proposals for multiple sales team members supporting national, regional and digital sales. Utilize sales reports and other beneficial information to guide your work.
4. Develop and maintain the highest level of communication with sales team and management. Provide resources and assistance to internal teams as needed.
5. Prepare regional post analysis as requested.
6. Provide background information and strategic solutions to assist sales team with reporting and other inquiries to meet client requests.
7. Keep customer information updated and accurate in all systems
8. Collaborate with Sales Team and Managers on ideas that could help improve or create new processes.
9. Demonstrate that you are an expert on all subjects related to Four Star Sales after training. Participate in educational programs as they are offered and continue to self-educate as needed when new programs, plants, strategies or techniques are introduced.
10. Be an advocate for Four Star and Proven Winners®, representing the Company in a professional and courteous manner at all times including (trade shows, industry events, Four Star events, etc)
11. Actively participate in all sales/strategy development meetings:
  - a. Engage the team by sharing your successful sales techniques or strategies.
  - b. Assert yourself by asking questions and sharing your challenges as well as your innovative suggestions for improvement.
12. Assist other departments to meet Company objectives. Exceed service level expectations and support the Four Star Mission Statement to all internal and external customers.
13. Other duties as assigned.



### **ESSENTIAL WORK HABITS:**

1. Develop and maintain a successful working relationship with your team's RSR that is built on professional courtesy, respect and that supports all Company goals.
2. Proactively engage customers through one on one conversations which include activities such as initiating contact with new customers, cold calls, discussing and resolving customer issues and by introducing Four Star to new customers.
3. Adjust schedule seasonally as needed. IE- willing to work more or less hours depending on the needs of the department.
4. Demonstrate a positive and cooperative attitude with all employees and across all departments.
5. Demonstrate discretion with confidential information.
6. Demonstrate a high level of initiative. Strive to learn and improve. Seek out ways to better yourself and the company by embracing opportunities and responsibilities through hard work and self-motivation.

### **ESSENTIAL SKILLS:**

1. Effectively gather and interpret data from our Customer Relationship Manager (known as Salesforce) to increase business after training.
2. Accurately perform all data entry functions including all types of order entry, claims, changes, etc. Accurately input information in our database as necessary to support our customers both internal and external.
3. Demonstrate excellent phone skills. Plan your call, in advance, with established goals.
4. Demonstrate more than a basic knowledge of Microsoft Excel and PowerPoint.
5. Identify challenges and successfully resolve conflicts as needed with both internal and external customers.
6. Earn and maintain the trust and respect of all employees, co-workers and customers.
7. Demonstrate high standards of quality and accuracy in preparing timely reports.

### **QUALIFICATIONS:**

1. Prior sales experience preferred
2. 1-2 years related business experience necessary. Knowledge of sales, marketing or related field a benefit.
3. Proficient to strong skills in Excel.
4. Prior experience analyzing customer data to secure business, is preferred.

### **PHYSICAL ASPECTS:**

1. Large percentage of time sitting at a desk utilizing a computer and telephone.
2. May be exposed to sun and/or high intensity lights.
3. May be exposed to prolonged standing and walking.
4. Lifting a minimum of 20 pounds.