

Rectron Job Specification



Sales Consultant

Job Title: Sales Consultant
Reports to: Branch Manager/Regional Sales Manager /Sales Manager

Department: Sales
Branch: Cape Town

Approved By: Ian Theunissen
Signature _____
Date: _____

Job Holder:
Signature: _____
Date: _____

Job Purpose

- The main purpose of the job is to maintain and grow the Rectron client base through promoting and selling the full Rectron product range. It is important that you understand you represent Rectron in all your customer dealings and that you are the key stake holder and main contact person for this customer into Rectron.

- Work with allocated dealer base that is assigned.
- Grow this database on a monthly basis in line with target given.
- Achieve GP target on set Database
- Achieve target spend across customer breadth given.
- Assisting all customers with queries, quotes and orders.
- Managing dealer base to ensure customers are up to date with specials and promotions
- Informing the database of new content uploaded on the reseller portal where relevant
- Build good relationships with your clients
- Escalate problematic issues to the Sales or Product Managers timeously
- Selling key components as required by management or PM
- Complete all allocated Product training as necessary
- Send all orders timeously through to order processing
- Manage Database of Credit availability and highlight problems to accounts department.
- Assist with other job related duties as and when required
- General admin and upkeep of database
- General update and maintenance of all admin and filing
- Represent Rectron at trade exhibitions, events and demonstrations.
- Attend product training programmes and study and know the relevant product range.
- Attend product related and sales events when requested
- Attend the annual sales conference. This is usually held in February but may change

from time to time.

Education/Qualification, Skills and Experience

Education/Qualification

Matric or higher education

Skills & Competencies (general job knowledge & skill sets)

- Strong customer relationships
- Good communication & Listening Skills
- Telephone Etiquette
- Motivated by additional sales
- Ability to work under pressure
- Well disciplined' individual

Experience (experience required for the job)

- Minimum of 2 years' experience in a sales environment in a professional organisation
- Exceptional customer service experience.
- Computer Literate

Accountabilities

- Target, GP and Customer Breadth targets to be sent out monthly and will need to be achieved.
- Achieve exceptional ratings in client services
- Sell key components as required by management or PM
- Complete all allocated training

Job Dimensions

Number of Staff:

- Direct reports: none

Budget and Financial responsibilities:

- Achievement of sales objectives and target with agreed GP & Margins
- Assistance with payment collections

Authority:

- Direct reporting line to the Branch Manager and Regional Sales Manager

Relationships

- **Internal:**
Retail Sales Manager and National Sales Manager
Product Managers
Sales Administration
Services department
Marketing department
- **External:**
new and existing customers
Vendors

Character

- Discipline
- Commitment to Quality
- Ability to problem solve, yet understand when it is important to highlight a problem to management
- Effective communicator
- Speed and agility
- Teamwork
- Uncompromising Integrity
- Passion for customers

Suggested Training

- Standards of business conduct
- Company UGRs
- Advanced selling skills
- All relevant and updated product training

Review schedule

- Performance assessment dates: half yearly
- Job rotation areas: to be advised