

JOB DESCRIPTION

General Information

Job Title	Outside Sales Representative
Department	Sales and Marketing
Reports to	Sales Manager/Director of Sales
Date	Ongoing

Scope of the Position

Responsible for generating sales with existing customers and developing opportunities with new customers within assigned territory.

Major Responsibilities

- Scheduling appointments and visiting existing customers to review product needs and determining other opportunities.
- Providing product quotes as required.
- Organizing and attending joint sales calls with Vendors.
- Opening new accounts.
- Continuously updating customers on product changes and modifications.
- Providing solutions to customers' problems.
- Attending Trade Shows and Conferences (if applicable).
- Product introduction of new releases.
- Liaising between customers and the company for up-to-date status of service, pricing and new product release launches.
- Preparing reports for marketing and sales and keeping expense accounts.
- Performing maintenance and updating of customers' accounts including contact names for future sales.
- Keeping up to date on new products, services, procedures and tools by attending training and departmental meetings
- Other duties as assigned.

Profile 1: Education & Training

*This factor describes the extent or level of knowledge or training obtained by **formal education or outside study** that is necessary to achieve **normal job performance and proficiency**. Such knowledge is to be considered **the minimum education** required for performing the position responsibilities.*

- High School Diploma required.
- Post Secondary courses in Sales and/ or Marketing an asset.
- Product knowledge or industry experience an asset.

Profile 2: Experience

*This factor specifies **the minimum experience required to perform the job**. This experience can be gained in previous employment in a similar job and/or on the job with the current employer. Experience in this factor is measured in time periods e.g. 3 – 6 months, 3 – 5 years, 10 – 15 years etc.*

- 1-3 years related experience.

Profile 3: Decision Making & Problem Solving

*This factor describes the mental skills and mental effort required to perform the job. The complexity of decisions and ingenuity required describes **the variety and routine involved with assigned tasks and responsibilities**, **the frequency of problems** and the extent to which the work requires **analytical ability and exercise of judgment**.*

- Tasks are diversified and follow a wide range of standardized slightly complex procedures.
- Tasks are considered semi-routine and may be of several varieties.
- Moderate exercise of judgment generally covered by standards and precedents.
- Analysis of data generally applied to the solution of specific problems.

Profile 4: Supervisory & Management Responsibility

This factor describes job responsibilities in regards to directing, controlling, and coordinating the efforts of employees – e.g. supervisory, training, management and advisory responsibilities. This factor also describes the responsibilities for advising management, providing functional advice and control for coordinating activities or groups. This factor indicates the number of direct and indirect reports and their position(s).

- No direct or indirect reports.

Profile 5: Independence of Action

This factor describes the extent and closeness of supervision required and received, as well as the availability and involvement of the immediate supervisor. Consideration should be given to standard practices, instruction and procedures, as well as built in checks and reports that provide the employees with controls and restricts independence of action.

- Occasional supervision required. Employee works along on routine work and checks with supervisor only when in doubt. Production generally precedes a check on the quality of work. Established methods and procedures are clearly established and general instructions provided.

Profile 6: Consequence of Error and Budget Responsibilities

This factor describes the responsibility for loss to the organization due to any single error resulting from actions or decisions involving the work function. This factor includes financial and material responsibility, responsibility for accuracy, and the safety of others. This factor describes the responsibility for establishing a budget and final accountability for its control. In some cases, budget responsibility may be indirect or influential.

- Errors may cause minor embarrassments to the organization and/or a moderate monetary loss. The effect is usually confined within the organization.
- Some work is not subject to verifications or check, errors may be uncorrected for significant intervals. However, they are usually discovered before results are considered serious. Errors often caused by misinterpretation of data, often causing incorrect entries or allocations of funds.

Profile 7: Confidentiality

This factor describes the integrity and discretion necessary to safeguard confidential data handled or obtained as a regular part of the job.

- Closely supervised work where confidential data and information are used but there is little opportunity for disclosure.

Profile 8: Contacts – Internal and External

This factor describes the responsibility for meeting, dealing with and influencing others. Contacts may be internal and external. The nature, purpose, frequency and level of contacts should be described. The level of difficulty and importance of the contacts should be described:

- Contacts of importance are a regular part of the responsibilities of the position.
- Tact and judgment are required when dealing with others.

Internal Contacts

- Presenting information where tact and judgment is required to obtain approval of action, cooperation or secure a decision.

External Contacts

- Regular contact when dealing with outside contacts however, procedures and standards are established and are to be followed.

Profile 9: Physical Skill and Effort

This factor describes two elements of physical requirements:

1. *The physical effort required to perform the job (e.g. sitting, standing, visual attention, lifting, climbing etc.) and;*
2. *The physical skills and dexterity required to perform the job (e.g. easy muscular movements, constant speed and dexterity etc.)*

- Sitting, standing, walking.
- Reading of work related material.
- May require considerable visual attention with attention to detail.
- Moderate travel to various locations (customers or company) within region.

Profile 10: Working Conditions

This factor describes the location (e.g. office), physical conditions and physical environment where the job is performed. This factor also describes the risk of injury to the worker performing the job.

This factor also describes the frequency and distance of travel required in order to perform the job.

	Minimal	Moderate	Extreme
Physical Effort	x		
Health Risk	x		
Sensory Required		x	
Mental Stress		x	