**Sales Manager**

The Sales Manager develops and executes sales strategies as well as plans and budgets to grow accounts. The Sales Manager recruits new customers and introduce product initiatives within a defined territory to increase company sales and profitability. With a focus on company goals, the Sales Manager develops and leads the sales team by hiring, training, coaching and providing feedback.

**Job Duties**

**Decision Making & Strategic Decision Making**

* **Embraces** and promotes company objectives.
* **Recognizes** issues, problems, or opportunities and determines action needed.
* **Gathers and organizes information -** Identifies the need for, collects, and organizes information to better understand problems, opportunities; compares and combines information to identify underlying issues.
* **Interprets and analyzes information -** Integrates information from a variety of sources; detects trends, associations, and cause-effect relationships.
* **Generates alternatives -** Creates relevant options for addressing problems/opportunities and achieving desired outcomes.
* **Chooses appropriate action -** Formulates clear decision criteria; evaluates options by considering implications and consequences including the impact on a company’s financial picture; chooses an effective option.
* **Commits to action -** Implements decisions or initiates action within a reasonable time; monitors results and makes adjustments as needed. Accountability built in to ensure success. Delegates effectively.

**Planning and Organizing**

**Prioritizes -** Identifies more critical and less critical activities and assignments; adjusts priorities when appropriate.

* **Determines project or assignment requirements** by breaking them down into tasks and identifying types of equipment, materials, and people needed.
* **Allocates appropriate amounts of time** for completing own and others’ work; avoids scheduling conflicts; develops timelines and milestones.
* **Leverages resources -** Identifies and takes advantage of available resources (individuals, processes, departments, and tools).
* **Stays focused -** Understands the importance of time management in order to effectively use time and prevent irrelevant issues or distractions from interfering with work completion.
* **Holds self and others accountable** for deadlines, assignments, etc.
* **Communicates –** Keeps team up-to-date on progress, milestones, assignments, etc.
* **Establishes S.M.A.R.T. goals** in line with company goals and values. Implements action plans with timelines with deliverables and measure results.

**Communication**

* **Organizes the communication -** Clarifies purpose and importance; stresses major points; follows a logical sequence.
* **Maintains audience attention -** Keeps the audience engaged through use of techniques such as analogies, illustrations, humor, an appealing style, body language, and voice inflection.
* **Adjusts to the audience -** Frames message in line with audience experience, background, and expectations; uses terms, examples, and analogies that are meaningful to the audience.
* **Ensures understanding -** Seeks input from audience; checks understanding; presents message in different ways to enhance understanding.
* **Adheres to accepted conventions -** Uses syntax, pace, volume, diction, and mechanics appropriate to the media being used.
* **Comprehends communication from others -** Attends to messages from others; correctly interprets messages and responds appropriately.
* **Ability to sell –** Presents ideas and information to successfully persuade or convince the audience to accept and embrace the leader’s objectives.
* **Actively develops** and promotes effective communication skills in others in the organization.
* **Makes complex ideas or situations clear,** simple and understandable. Recognizes patterns, sees discrepancies, missing pieces and trends.

**Building Trust and Gaining Commitment**

* **Promotes and maintains** lasting mutually beneficial relationships with suppliers based on the alignment of goals and fulfillment of promises and agreements.
* **Opens discussions effectively -** Describes expectations, goals, requests, or future states in a way that provides clarity and excites interest; shares thoughts, feelings, and rationale so that others understand personal positions.
* **Develops ideas -** Presents own ideas; seeks and develops suggestions of others; makes procedural suggestions.
* **Facilitates agreement -** Uses appropriate influencing strategies to gain genuine agreement; persists by using different approaches as needed to gain commitment.
* **Closes discussions with clear summaries -** Summarizes information and outcomes of discussions and establishes next steps if needed. Ensures that the situation/issue at hand is understood.
* **Demonstrates honesty and integrity** and keeps commitments.
* **Builds relationships –** Learns the value of relationships and views building relationships as a critical success tool.
* **Builds trust** by developing and nurturing a team environment; treats people with dignity, respect, and fairness; gives proper credit to others; stands up for deserving others and their ideas even in the face of resistance or challenge.

**Delegating Responsibility and Follow-Up**

* **Shares appropriate responsibilities -** Allocates decision-making authority and/or task responsibility in appropriate areas to appropriate individuals.
* **Clearly defines parameters -** Sets guidelines of delegated responsibility, including decision-making authority and any required actions, constraints, or deadlines. Able to delegate both routine and important tasks.
* **Provides support without removing responsibility -** Suggests resources and provides assistance or coaching as needed; expresses confidence in the individual. Trusts people to perform.
* **Stays informed -** Establishes appropriate procedures to keep informed of issues and results in areas of shared responsibility.
* **Communicates time frames -** Builds due dates into assignments and task delegations; effectively communicates milestones and expected results.
* **Gathers appropriate information -** Asks questions to obtain relevant information; convenes meetings to review progress and share information; gets feedback on results from those directly involved. Provides needed resources.
* **Evaluates results -** Meets formally with peers, associates, and management to review the results of an assignment, project, or delegated task.

**Coaching and Developing Others**

* **Clarifies** expected behaviors, knowledge, and level of proficiency by seeking and giving information and checking for understanding.
* **Explains and demonstrates -** Provides instruction, positive models, and opportunities for observation in order to help others develop skills; encourages questions to ensure understanding.
* **Uses key principles -** Establishes good interpersonal relationships by helping people feel valued, appreciated, and included in discussions (enhances self-esteem, empathizes, involves, discloses, supports).
* **Collaboratively establishes development goals and plans -** Works with individuals to identify areas for development, understands need for improvement, and jointly sets specific development goals.
* **Creates a learning environment -** Secures resources required to support development efforts; ensures that opportunities for development are available; offers assistance to help individuals overcome obstacles to learning.
* **Monitors progress -** Gives individuals’ specific feedback on their performance related to established goals; highlights key positive and negative performance issues; adjusts plans to ensure development.
* **Leads by example -** Models the behaviors, knowledge and practices and demonstrates the characteristics that are expected of the individual who is being coached.

**Managing Conflict**

* **Opens discussions effectively -** Establishes a clear and compelling rationale for resolving the conflict. Not afraid to address conflict as it arises, in fact looks at conflict as an opportunity.
* **Clarifies the current situation -** Collects information from relevant sources to understand the conflict. Documents outcomes or implications as needed.
* **Remains open to all sides -** Objectively views the conflict from all sides. Addresses conflict that arises and approaches conflict as an opportunity.
* **Skilled at focused listening -** Practices attentive and active listening. Accurately restates the opinions of others even when he/she disagrees.
* **Stays focused on resolution -** Stays focused on resolving the conflict and avoid personal issues and attacks. Establishes a clear and compelling rationale for resolving the conflict.
* **Initiates action -** Takes positive action to resolve the conflict immediately to avoid escalation, address the issue, dissipate the conflict, and maintain the relationship.
* **Closes discussions with clear summaries -** Summarizes to ensure that all are aware of agreements and required actions.
* **Follows up -** Monitors progress of situations and keeps team on track.

**Quality Orientation**

* **Follows procedures -** Accurately and carefully follows established procedures for completing work tasks.
* **Ensures high-quality output –** Oversees personal and team job processes, tasks, and work products to ensure freedom from errors, omissions, or defects.
* **Takes action -** Initiates action to correct quality problems and notifies others of quality issues as appropriate.

**Perform other duties as assigned. Adhere to the rules and regulations as set forth in the Employee Handbook.**

**Job Requirements**

* **Education:**
	+ Undergraduate degree preferred
* **Experience:**
	+ Minimum 2 year in similar position (3 years preferred)
	+ Minimum 3 years in progressive position (4 years preferred)
	+ Product/applications experience required
	+ Wholesale distribution experience preferred
	+ Supervisory experience required