

THE CAP GUYS INC.

Job title: Junior Account Representative

Work Location: TBD

Division/Department: Sales Department

Reports to: Manager, Sales Operations

Salary: \$15.00/Hour

Full-time

Part-time

Exempt

Nonexempt

Essential Duties and Responsibilities:

The Junior Account Representative serves as the field contact and is expected to provide excellent customer service to accounts, as well as represent client needs and goals within the organization to ensure quality service. In addition, the Junior Account Representative will build relationships with clients to encourage new and repeat business opportunities.

Responsibilities include the following:

- Regularly make sales calls to prospective customers and current customer establishments
- Utilize a consultative sales approach to sell products and services, offer add-on and up-sell products that may benefit the customer, and suggest alternative products when a customer requested product is not available
- Assist and resolve customer requests and/or problems in a prompt and professional manner
- Reach sales targets.
- Introduce new products and provide information on current sales and promotions
- Report competitive conditions, observed customer financial weakness and customer feedback to management
- Safely deliver and pick up merchandise as needed
- Load and unload materials to and from designated areas such as racks, shelves, and/or vehicles
- Assist in shipping and receiving, and participate in cycle counts
- Maintain a clean and orderly work area
- Perform related duties as assigned by supervisor
- Maintain compliance with all company policies and procedures

Education and/or Work Experience Requirements:

- Excellent verbal and written communication skills, able to effectively communicate with clients and colleagues
- Computer proficiency MS Office (Word, Excel and Outlook)
- Must be able to work under pressure and meet deadlines, while maintaining a positive attitude and providing exemplary customer service
- Ability to work independently and to carry out assignments to completion within parameters of instructions given, prescribed routines, and standard accepted practices
- Minimum one year experience in a Sales, Marketing, or Business capacity
- High school diploma required; Post-Secondary diploma/candidate preferred

Physical Requirements:

- Ability to safely and successfully perform the essential job.
- Ability to maintain regular, punctual attendance
- Must be able to lift and carry up to 30 lbs
- Hold a valid Ontario Class G Driver's License and safe driving record with a maximum of 3 demerit points
- Access to an insured vehicle that is demonstrably roadworthy, reliable and suitable for delivery needs
- Ability to travel often in the assigned territory and occasionally travel to attend company activities/events required

Please note that candidates are subject to reference checks, credit, and criminal background checks.

Print Employee Name:

Employee signature:

Date: