

Position Objective and Responsibilities

Job Title: Store Salesperson

Reports To: _____ in the
_____ department.

Position Objective

The store salesperson will sell, distribute, and market store items and related products in a manner that will optimize the cooperative's market share and savings, improve the cooperative's efficiency, help achieve the cooperative's mission and goals, and result in outstanding customer service.

Position Responsibilities

The store salesperson's responsibilities involve sales, service, inventory, maintenance, and other duties as assigned by management.

The store salesperson will maintain a positive attitude that promotes team work within the cooperative and a favorable image of the cooperative.

Sales

Sales involves assisting in establishing sales goals and developing and promoting a marketing plan, making proper recommendations and applications of products sold, knowing prices of products and services, maintaining the current market share, and assisting in developing competitive marketing strategies.

Assist in establishing sales goals

1. Work with appropriate employees and/or the manager to establish monthly sales goals
2. Work with management to establish yearly sales and gross margin goals
3. Review sales call reports with department staff monthly
4. Submit sales call recap management monthly
5. Analyze sales annually

Store Salesperson: Position Objective and Responsibilities, Page 2

Assist in developing and promoting a marketing plan

1. Work with management to develop a marketing plan and submit it to management by the _____ of each year

Make proper recommendations and applications of products sold

1. Know and use all resources necessary to make proper recommendations and applications of products sold
2. Correctly identify resources for assistance
3. Keep resource manuals accessible and current
4. Ensure no product problems result due to your recommendation or installation
5. Attend all product updates and service training sessions
6. Clear all major bids with your supervisor

Know prices of products and services

1. Be aware at all times of the cooperative's prices on commodities and services and review with your supervisor every _____

Maintain current market share

1. Lose no customers due to careless performance
2. Keep all customers supplied with product

Assist in developing competitive marketing strategies

1. Provide your supervisor with periodic reports of current competitor's strategies
2. Develop plans to counteract competition, with supervisor's approval

Service

Service involves providing and promoting the service necessary to meet the department's goals.

1. Ensure all items sold through the department are delivered and installed within _____ weeks of sale or receipt
2. Enforce regulations to ensure an even flow of product to accounts
3. Introduce new products and programs

Store Salesperson: Position Objective and Responsibilities, Page 3

4. Suggest and detail benefits and features of related products
5. Handle claims and complaints promptly
6. Follow quality control guidelines to assure maintenance of product specifications
7. Ensure no customer has improperly installed or inefficiently maintained equipment
8. Ensure all services provided assist in achieving department profitability
9. Lose no customers due to services provided by the department

Inventory

Inventory involves managing inventory levels.

1. Follow the system for monitoring and controlling inventory levels that result in minimal shrinkage
2. Check in-shipments for accuracy against the delivery ticket, proper quantity, price as ordered, and quality
3. Strive to get _____ turns on commodities
4. Clear out obsolete inventories annually
5. Maintain a fiscal year-end inventory not to exceed _____% of sales
6. Resolve discrepancies in daily inventory report forms within _____ hours
7. Maintain inventories at levels to assure service with a minimum of delivery delays, yet maintain inventory turn goals

Maintenance

Maintenance involves maintaining property, facilities, and equipment.

1. Ensure property, facilities, and equipment remain in good repair and appearance
2. Make recommendations on replacement, additions, or deletions of facilities and equipment when needed and/or economically justified
3. Maintain a clean and orderly store
4. Arrange seasonal displays
5. Lose no customer due to unsatisfactory equipment performance

Other Duties

The store salesperson will uphold cooperative policies, perform other duties as assigned by management, and will enforce and uphold the cooperative's credit policy.

Uphold cooperative policies

1. Uphold all cooperative policies

Perform other duties as assigned by management

1. Perform duties as requested by management

Enforce and uphold the cooperative's credit policy

1. Make credit terms known to all employees and customers
2. Do not charge to customers on COD
3. Do not extend credit to customers who have not been approved by the credit manager
4. Do not authorize customer charges that exceed set credit limits
5. Keep all personal accounts current