

## **North Dakota Regional Sales and Service Manager**

SUPERVISED BY: Storage Manager  
STATUS: Full-time, Salary, Executive Exempt  
LAST REVIEWED ON: Dec 28<sup>th</sup>,2018

### **POSITION DESCRIPTION:**

This position will be responsible the sales and service of potato storage ventilation equipment in our North Dakota sales area. The ND sales area includes North Dakota, Minnesota, Manitoba and Alberta. This position is located out of our Grafton, ND office and is responsible for all sales and service activities including customer support, sales and installation of equipment. The primary responsibility will be in driving sales of equipment and services to existing and new clients with an eye toward the strategic long-term growth of our market share in this sales region.

### **ESSENTIAL JOB FUNCTIONS:**

1. Develop and execute a sales plan and strategy.
2. Develop industry relationships to further sales goals.
3. Organize and complete installation and service work with support from the main office.
4. Identify new sales opportunities and a plan to develop them successfully.
5. Working with the Techmark Storage Team work successfully to increase our market share of the entire potato storage ventilation industry.
6. Travel to growing regions in ND,MN,MB and AB to visit with growers and other industry members.

### **OTHER JOB FUNCTIONS:**

1. Work with the marketing department to create successful marketing campaigns for the sales region.
2. Attend trade shows and other industry events
3. Ability to operate a company vehicle legally and safely.
4. Maintain ND office inventory and report quarterly to main office.
5. Work independently in a safe and efficient manner.

### **POSITION OBJECTIVES:**

1. Provide high quality products and services to existing and new customers
2. Successfully meet performance goals
3. Positively contribute to the team effort to meet and grow our sales objective
4. Be a leader in the ND market that growers look to for solutions

### **MEASURED BY:**

1. Management, co-workers and customer satisfaction.
2. Meeting established department productivity, conversion rate and quality goals.
3. Adherence to company script and protocols.
4. Timely completion of assigned tasks.

### **POSITION REQUIREMENTS (Abilities and Skills):**

1. Bachelor's Degree or equivalent job experience is required.
2. Able to effectively utilize a multiline phone system, mobile devices, etc.
3. Proficiency in Microsoft Excel, Word and online calendaring.
4. Able to work independently in a fast-paced environment; managing multiple demands and priorities.
5. Excellent communication skills in both written and verbal forms.
6. Able to project empathy for customers through professional, tactful and courteous communications/interactions.
7. Proper use of the English language including spelling, grammar, punctuation, and sentence structure.
8. Demonstration of good judgment and problem-solving skills.
9. Demonstrated customer service abilities.
10. Strong attention to detail and follow-up.

### **MINIMUM PHYSICAL EXPECTATIONS:**

1. Physical activity that often requires keyboarding, sitting, phone work and filing.
2. Physical activity that often requires extensive time standing and repetitive motion.
3. Physical activity that often requires lifting under 50 lbs from low to high elevations.
4. Physical activity that sometimes requires travel – car, train, and/or air.
5. Physical activity that sometimes requires bending, stooping, reaching, climbing, kneeling and/or twisting.
6. Physical activity that sometimes requires pushing and/or pulling over 50 lbs. but not more than 75 lbs.
7. Specific vision abilities required include close vision, depth perception, and the ability to adjust and focus. Must hear and speak well enough to conduct business over the telephone or face-to-face for long periods of time.
8. Ability to use cleaning products and painting supplies.
9. Ability to wear safety equipment: protective gloves, safety glasses, hearing protection and protective clothing.

### **MINIMUM ENVIRONMENTAL EXPECTATIONS:**

1. Exposure to paint fumes, adhesive fumes, and dust. Extended periods of standing while working with hand tools. Periods of running chop saws, band saws, drills, cut off wheel devices, and other shop related power tools.
2. This position will require working primarily indoors but some outdoor activity. Typical workweek is eight (8) hour workdays, five (5) days per week with some weekend work as needed. This position deals with difficult personalities (at times) in a highly competitive industry and can be challenging.

### **COMPENSATION**

1. Salary based on education, experience, and certifications with potential performance-based bonus.
2. Benefits include medical, dental, vision, life insurance and 401K.