

# Enterprise Computing Services, LLC (ECS)

**Position Title:** Sales Manager

**Department:** Sales

**Reports To:** President

**EEOC Class:** Officials & Managers

**FLSA Status:** Exempt

**Customer Service Excellence:** In keeping with our mission of customer satisfaction, all jobs carry with them an overriding responsibility to provide extraordinary customer service in terms of quality, timeliness and assistance. A commitment to service excellence is expected of all employees.

## **General Summary:**

Directs the strategic sales activities of the Company consistent with established goals to identify new sales prospects, drive business growth and develop new product and service markets. Oversees the activities of inside and outside business sales to provide communication and technology solutions to customers. Develops strategic business sales plans for growth to maximize Company revenues while promoting a high degree of customer service. Prepares an annual budget and sales projections with the goal of revenue generation. Monitors sales performance compared to budget and appropriate margins.

## **Essential Job Functions:**

1. Directs activities of the Sales Representatives, Sales Engineers, and Inside Business Sales staff to pursue business technology revenue opportunities. Sets quotas and performance standards for revenue, margin and volume of sales to track production. Develops and oversees commission plans for Sales staff and holds them accountable for revenue growth, meeting quotas and commission production. Meets regularly with Sales Team to provide guidance, discuss project updates, deadlines, employee performance and needs. Provides coaching for closing sales and makes on-site sales calls with staff as needed for key accounts, complex proposals and escalated issues. (35%)
2. Identifies and interprets market trends, pricing levels and analyzes market penetration to promote business technology solutions. Creates and outlines strategic plans for new products and services by evaluating market potential, determining sales initiatives and developing new markets. Leads vision for Marketing Department and holds that team accountable. Works with key customers and business partners to build high-level contacts with current/prospective customers and project partners. Reviews and analyzes sales reports, customer data and other information to identify key accounts, product lines and expand the business footprint. (30%)
3. Participates in long and short-range planning to create budgets, revenue projections and strategic plans for the Company. Reviews financial performance of each line of business to ensure profitability and monitors adherence to the approved budget. (15%)
4. Works with appropriate department supervisors and managers to create and maintain internal processes and work flow efficiencies for all product and service offerings. (10%)
5. Fosters positive relationships with customers, vendors and other business partners to enhance and develop strategic relationships. Attends various industry meetings and applicable vendor

conferences to ensure state-of-the art product and service offerings in accordance with technology trends. Represents the Company by serving on various committees, attending industry and community events and making presentations. (10%)

6. Completes performance evaluations on time, delivering meaningful input to the employees on expectations, progress and objectives. Provides support to employees to maximize their ability to succeed in the position. Regularly discusses career objectives, training goals and professional development. \*
7. Performs other miscellaneous duties as assigned by management. \*

\* These tasks do not meet the Americans with Disabilities Act definition of essential job functions and usually equal 5% or less of time spent. However, these tasks still constitute important performance aspects of the job.

**Knowledge, Skills, and Abilities:**

1. Knowledge of Company policies, procedures, products and services.
2. Skill in customer service and customer relations.
3. Advanced knowledge of technology services.
4. Skill in oral and written communication with the ability to give presentations.
5. Ability to read, analyze and interpret computer reports and printouts.
6. Skill in analytical thinking and problem solving.
7. Ability to organize, prioritize and handle multiple work assignments.
8. Ability to complete work accurately under time constraints and deadlines.
9. Ability to communicate with customers, business contacts and staff in a professional manner.
10. Ability to function effectively as a team player.
11. Ability to ask for and close a sale.
12. Knowledge and awareness of Company objective and technology requirements with respect to departmental goals and activities.
13. Ability to oversee multiple departmental functions and assess needs.
14. Ability to organize employee work to ensure timely completion of projects.
15. Knowledge of management techniques used to mentor, instruct, motivate and train staff.
16. Ability to delegate work and resolve conflicts while providing a positive work environment.

17. Skill in negotiating and problem solving.

18. Ability to obtain and maintain a valid driver's license.

**Education and Experience:**

Bachelor's degree in networking, communications technology, sales, business, a related field, or the equivalent, plus 5 years of experience in management or equivalent work experience.

**Physical Requirements:**

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read reports and use computer. Must be able to drive vehicle 100 – 300 miles per day for customer appointments and industry meetings. Overnight travel may be required.			X	
Communication: Must be able to communicate with co-workers.				X
Movement: Must be able to move around work area.	X			
Lifting/Pulling/Pushing:	X			
Fingering/Grasping/Feeling: Must be able to write, type, and use phone system.				X

**Working Conditions:**

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Good. Usual office working conditions.

**Note:** The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.