



JMT &
Associates, LLC

Human Resources & Safety Consulting

(330) 231-1688 • (309) 423-3085 (fax)

jmt@jmt-associates.com • www.jmt-associates.com

Job Description

Job Title: Sales Consultant

Department: Sales

Reports To: President

FLSA Status: Independent Contractor

Prepared By: John M. Turner, Ph.D.

Prepared Date: August 2002

Approved By: John M. Turner, Ph.D.

Approved Date: August 2002

Summary

Promote and sell human resources and safety services to potential and current clients. Serve as the liaison between our company and our clients. Maintain contacts and build lasting relationships based on trust and integrity. The primary function is to identify the needs of a client or potential client and provide an opportunity for those needs to be met by a human resources or safety consultant. Guide potential clients to discover their needs and then offer the best possible solution to ensure their needs are fulfilled.

Essential Duties and Responsibilities include the following. Other duties may be assigned. These describe the general nature and level of the work being performed. They are not intended to be construed as a complete list of all responsibilities, duties, and skills required for this position.

- * Generate and qualify leads for human resources and safety services.
- * Source and develop client referrals.
- * Prepare sales action plans and strategies.
- * Schedule sales activity.
- * Develop and maintain a client database.
- * Develop and maintain sales and promotional materials.
- * Plan and conduct direct marketing activities.
- * Make sales calls to new and existing clients.
- * Develop and make presentations of our company services to current and potential clients.
- * Negotiate with clients.
- * Present sales contracts.
- * Maintain sales activity records and prepare sales reports.
- * Respond to sales inquiries and concerns by phone, electronically or in person.
- * Ensure client service satisfaction and good client relationships.
- * Follow up on sales activities.
- * Perform quality checks on service delivery.
- * Monitor and report on sales activities to the President.
- * Conduct market research and surveys.
- * Participate in sales events, such as trade shows.
- * Monitor competitors, market conditions and new service developments.



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- * Resolve client complaints regarding sales and service.
- * Monitor client preferences to determine focus of sales efforts.
- * Maintain professionalism, diplomacy, sensitivity and tact to portray our company in a positive manner.
- * Conduct joint sales visits to potential clients with human resources or safety consultant.
- * Perform updating and maintenance of accounts of clients, including contact names and numbers for future sales.
- * Provide service proposals and quotes to clients and potential clients.

Qualifications

- * Knowledge of principles and practices of intangible service sales.
- * Knowledge of customer service principles.
- * Knowledge of business principles.
- * Proven ability to achieve sales targets.
- * Effective problem-solving and negotiation skills.
- * Expertise in building and managing relationships.
- * Effective time management skills.
- * Advanced skills in Microsoft Office.
- * Excellent organizational skills.
- * Ability to multi-task.
- * Excellent interpersonal skills.
- * Proven ability to work in a team-based environment.
- * Strong ability to plan, organize and manage a heavy workload.
- * Demonstrated ability to resolve complex issues without detailed instruction or procedural guidance.
- * Solid written and verbal communication skills.
- * Strong presentation skills.
- * Capable of preserving confidential or sensitive information.
- * Proven intangible service sales forecasting skills.

Education and Experience

Bachelor's degree from an accredited college or university in sales or a related field. Ten (10) years of progressive sales experience as a consultant and/or professional sales person selling intangible services.

Language Skills

Ability to read, analyze and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints. Ability to write speeches and articles using original or innovative techniques or style. Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, employees and/or boards of directors.

Mathematical Skills

Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Reasoning Ability

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive



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variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Certificates, Licenses, Registrations

Valid driver's license.

Physical Demands

The physical demands described here are representative of those that must be met by a person to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the person is regularly required to stand; use hands to finger, handle, or feel; and reach with hands and arms. The person is frequently required to talk or hear. The person is regularly required to walk and drive. The person must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those a person encounters while performing the essential function of this job. Reasonable accommodations may be made to enable individuals to perform the essential functions.

While performing the duties of this job, the person is regularly exposed to a typical office, production plant or construction site environment. The noise level in the work environment is usually moderate to loud.