



## Job Description

Updated 20-Feb-2012

**Title of Position**

Sales Associate

**Department**

Sales

**Reports to**

Sales Manager

**Work Hours**

40 hours per week / Open Monday - Saturday

**Overall Responsibility**

The Sales Associate's primary responsibility includes customer service and entails selling or introducing represented products to new and established clients. Customer interfacing includes building quotes, writing sales orders and communicating pertinent information proactively back to customers.

**Key Areas of Responsibility**

- Interact with clients and introduce them to new audio video technology
- Receive and respond to incoming telephone inquiries
- Seek out new customers and create new sales relationships
- Create bids and quotes for customer proposals
- Follow-up with customers to ensure
- Interface with internal staff for ordering of supplies and ensuring appropriate staffing
- Prepares paperwork to be given to service department for installs and maintenance
- Maintain customer information in MAS90 to facilitate client interaction
- Performs other duties as assigned

**Qualifications**

- Minimum 4 years sales experience
- Practical knowledge in audio video, networking, and security equipment
- Proficient with Microsoft Word, Excel, and other Windows applications
- Exceptional verbal and written communication skills
- Superior telephone and customer service etiquette and grammar
- Accuracy in processing records, accounts, and money handling
- Ability to establish and maintain effective working relationships with vendors, co-workers, and the public
- Should be honest, assertive and systematic

**Compensation**

- Base salary (depends on experience)
- Commission (based on profitability)
- Health insurance and profit sharing available