Sales Representative

Job Description

Department: Sales

Reports to: Sales Manager

Who we are

LaGwana is a creative services company based on Christian principles. As such, we aim to grow and empower our employees, serve our local community, and fairly serve our customers.

Job Role Summary

Sales CSRs serve as an advocate for the customer to the company, but meets the customer in their place of business. This person thinks from the customer's point of view and presents this to the rest of the company. As an advocate for the customer, a Sales CSR should actively listen to concerns and requests, and solve problems when they arise. This person must know how to react to various situations. The Sales CSR collects detailed information from the customer, then organizes and presents it as needed to ensure the customer is provided with the best possible service from LaGwana. This person also delivers to customers and takes job requests on the road as needed.

Key Responsibilities/Tasks

- Aids LaGwana customers in growing their business
- Takes accurate and detailed orders from customers
- Knows when to negotiate for orders
- Delivers orders as needed. May also deliver *PE* if needed.
- Solves problems from the customer's point-of-view
- Enters orders into the proper softwares
- Provides accurate information for production
- Brainstorms options with customers
- Asks questions to dig for answers with customers
- Reads between the lines to understand customer needs
- Follows up with customers
- Represents LaGwana culture to customers
- Is sure to focus on all LaGwana products
- Continues to grow relationships/business for LaGwana

Personal Skills/Qualities

- Friendly demeanor
- Handles interruptions well
- Good memory

Technical Skills/Knowledge

- Basic computer proficiency
- High School Diploma preferred
- Valid drivers license and clean record

Work Environment

The work environment described here are representative of those that must be met by an employee to successfully perform essential job functions. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

While performing the duties of this job, the employee is regularly required to effectively communicate through speaking, listening, and typing. The employee frequently is required to stand and walk as well as lift up to twenty pounds.

The main duties of this job are performed in an office setting. Overtime may be required on occasion.