



Position: COD / National Account Sales

Title(s): Relocation Consultant
Sales Associate
Moving Consultant

Department: Sales
Reports to: General Manager

OBJECTIVE & DESCRIPTION

Sales is a contact sport and prospecting for new business is the name of the game. Individual is responsible for all sales activities from lead generation through close of the sale in an effort to grow business in worldwide relocation efforts. Develops and implements agreed upon sales plan to include multiple product lines of services which will meet both personal and business goals for the purpose of increasing company business and market share. Individual will work within the sales and support teams for the achievement of customer satisfaction, revenue generation and long-term account development and retention in line with company vision and values.

QUALIFICATIONS

- Have the ability to work independently and effectively to manage your sales schedule, workload and pipeline.
- Must be “coachable” or “teachable” and open to learning. Ability to learn quickly, grasp the situation and adapt to company and industry changes.
- Possess good sound intelligence, uses common sense, present a positive attitude and the ability to get along with diverse personalities. Is a team player and thinks of others first.
- Demonstrates the ability to carry on a business conversation with business owners and decision makers.
- Maximize all opportunities in the process of closing a sales resulting in taking market share from competitors.
- Sells consultatively and makes recommendations to prospects and clients of the various solutions the company offers to the clients’ problem or issue.
- Develops a database of qualified leads through referrals, telephone canvassing, networking, calling qualified businesses, and direct mail.
- Is organized, keeps good notes and enters good sound data into a company sales tracking database.
- Displays a high work ethic and demonstrates respect and professionalism for all.
- Possesses solid negotiation and interpersonal skills.
- Ability to interpret gray areas and make decisions independently
- Understand, comprehend and be able to apply basic mathematics, English grammar, and the ability to develop and prepare a business letter and/or proposal.
- Have an understanding and knowledge of the moving industry to include employee relocation services, household goods moving, specialized transportation, international services and general understanding of real estate services.
- Ability to present information to groups as well as individuals and to always handle confidential information appropriately and ethically.

- Have the ability to multi-task, meet deadlines, work under pressure, handle repetitive duties while fielding interruptions and maintaining strong attention to details.
- Talent to build strong relationships and establish credibility with both external and internal employees.
- Deliver accurate estimated charges for services needed and required and timely follow up with clients to insure all questions and concerns are addressed.
- Understand the sales process, what is involved and provide assistance as needed to the client by utilizing strong customer service skills.
- Have the adeptness to manage conflict as it arises and work towards resolutions that work for all parties.
- Understand how to position yourself to sell national account contracts, provide competitive pricing, understand industry tariffs, and be aware of current market trends. Continually be on the lookout for competitor information.
- Build value based relationships that provide repeat business. Proactively create opportunities for new business from existing customers.
- Make “warm calls” to uncover new and potential clients. This could be by telephone, e-mail, direct mail, etc. Prospecting should be viewed as a mindset rather than merely as an activity. Maintains accurate records of all sales and prospecting activities including sales calls, presentations, closed sales, and follow-up activities.

PERSONAL DUTIES & RESPONSIBILITIES

- Sell various types of relocation and moving services to individuals and businesses including household goods, specialized transportation, warehousing, and logistics.
- Attend meetings, seminars and programs to learn about new services, skills, and receive technical assistance in developing new clients.
- Update and maintain sales management system (Outlook Calendar or company CRM) along with insuring automated handheld survey and pricing programs reflect current rates and procedures.
- Submits required sales reports in an accurate and timely manner.
- Complete all required and needed paperwork in a neat, orderly and timely manner to insure customer satisfaction. Prepares necessary documentation in order to implement a new client and/or account.
- Collaborates with colleagues to exchange information on selling strategies, marketing, and possible mutual prospects.
- Respond in a timely manner to any and all services issues, including those that arise after hours, on the weekend, or a holiday.
- Have a desire to be successful by continuing your education.
- Assists in the implementation of company marketing plans as needed or required.
- Develop annual business plan in conjunction with your manager which details activities to follow during the fiscal year which will allow you to meet and exceed sales quotas and goals.
- A complete understanding of pricing programs and forms available for both Ernie’s Van & Storage and Atlas Van Lines, Inc.
- Willingness to be a leader, teammate and doer. No task is too small.
- Adheres to all company policies, procedures and business ethics codes.

JOB REQUIREMENTS

- College graduate and minimum two (2) years sales experience desired.
- Candidate must be driven and energetic about sales.
- Self-motivated, self-disciplined and a self-starter.
- Excellent problem solving and communication skills (both written and verbal).
- Strong computer skills to include MS OFFICE (Word, Excel, PowerPoint, Outlook).
- Personal vehicle along with a valid driver's license and proof of insurance.
- A cell phone (preferably a smart phone) and/or a tablet (either IOS or Android based) and a personal computer w/ Microsoft Office.
- Ability to work full-time with varying schedule including possible evenings and weekends.

COMPENSATION

- Base Salary + Commission
- Vacation & Sick Pay
- Automobile Allowance

The requirements and responsibilities listed are both primary and secondary components that represent a description of this position. It should be expected that other duties, related and unrelated, may be assigned and required as needed. Our services include a full range of executive relocation assistance, total management of household good shipping, office move planning and relocation services, and specialized transportation and logistic services. Our solutions bring quality, security, and responsiveness to our clients.

17 Best Practices of Top Performing Salespeople

1. They set **HIGH TARGETS** and goals. Top performers don't wait for their manager to issue an annual or quarterly quota. They set their own goals that are usually more ambitious than the corporate targets.
2. They carefully **PLAN** their quarter, month and week, as well as their daily schedule. Too many salespeople fly by the seat of their pants and only look at the day or week ahead instead of planning their month and quarter. Look at the big picture.
3. They set **OBJECTIVES** for every sales call. It is essential to know exactly what you want to accomplish before you make your call (face-to-face or telephone).
4. They **ASK** high-value questions that probe to the heart of the issue. Sounds simple but most salespeople fail at this and ask weak, feeble questions. Top performers are comfortable asking tough questions that make their prospect think.
5. They **LISTEN** carefully to what their prospects and customers say instead of waiting for their turn to speak. Listen to your customer. You can ask all the questions in the world but if you don't hear what people tell you, you won't be able to present the proper solution.
6. They **CLARIFY** the issue when they are unclear what their prospect means. People often say things that are unclear and most salespeople assume they know what their prospect means. Top performers take the time to fully understand by asking "What do you mean by that?" or "Can you clarify that for me?"
7. They **WAIT TO PRESENT** their product, service, solution or idea until they know exactly what their prospect's situation is. The majority of salespeople jump too quickly into their "sales pitch" but top performers are patient and wait for the right moment.
8. They begin every sales presentation with a brief **RECAP** of their understanding of the prospect's situation. Again, a simple concept but one that is greatly ignored by many salespeople. A quick summary of your customer's situation gives you the opportunity to ensure that your presentation addresses their key issues.
9. They know how to **ADAPT** their sales presentation if their prospect's situation has changed. Making changes on-the-fly is challenging but it is one way to stand out from your competition. Learn how to modify your presentation when a customer's situation has changed from the time you initially met to the time you are delivering your presentation.
10. They know how to properly and effectively **POSITION** their product, service or solution. The vast majority of salespeople fail miserably at this. They talk, talk, talk but usually end up talking about aspects of their product or solution that have little or no relevance to their customer's situation.
11. Their sales presentations **FOCUS** on the prospect. Most sales presentations focus on the seller's company, their product, or other trivial information that is of no interest to the customer.
12. They are **PREPARED** for potential objections. Top performers anticipate objections and plan their response before their sales call.
13. They always establish the **NEXT STEPS**. Decision makers are busier than ever which means they are more difficult to connect with. Avoid losing contact with a prospect. You do this by agreeing on the next steps after every sales call. Do this in face-to-face meetings and telephone calls.

14. They **FOLLOW-UP** after the initial call or meeting. Many a sale has been lost because the sales rep failed to follow up after the initial call. You cannot rely on your prospect or customer to call you; you need to take this initiative. Set this up during your call or meeting.

15. They **PROSPECT** continually to keep their pipeline full. It's not uncommon for sales reps to experience peaks and valleys in their sales. This is usually a result of failing to prospect for new business on a regular basis. Avoid the highs and lows and schedule time to prospect for new business every week.

16. They deal with the **DECISION-MAKER** whenever possible. Dealing with people who have little or no buying authority is a waste of time. However, many salespeople fall into this trap because it is easier to connect with people other than the decision maker. And that may be true. However, in the long run, they end wasting their time because they don't close the deal.

17. They look for ways to **KEEP IN TOUCH** with their customers. A sale is not a one-time deal. However, you need to find ways to keep your name in your customer's mind to prevent a competitor from squeezing in. Top performers incorporate this into their schedule and make it a priority.

Incorporate these strategies into your routine and you will quickly become a top performing sales rep too.

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