



**Job title: Sales Professional**

**Department: Sales**

**Reports to: Sales Manager and Branch manager**

**Supervises: N/A**

### **Job Summary**

Prospects for new customers via phone and in-person within relevant markets to present and close on pest and termite control services and products. Creates new business within the assigned market, and follows up with customers after the sale to ensure satisfaction, increase existing business and obtain referrals. Collaborates with internal departments to deliver solutions and provide quality service to new and existing customers.

### **Responsibilities**

- Prospects for new customers via phone interactively through tip groups, networking, cross-selling and referrals, and by canvassing for potential customers.
- Presents pest control and termite control services and products to potential customers through in-person presentations and electronic communications
- Creates new business in assigned market through creative calls, leads, prospecting, networking, cross-selling and referrals
- Follows up with customers after the sale to ensure satisfaction of service and products and to obtain referrals for new business
- Collaborates with the Branch and Service Managers to deliver solutions to customer leads received
- Works with Branch Managers, Sales Manager, Service Managers, and service professionals to ensure quality service delivery to new and existing customers; assists in resolving customer issues

### **Qualifications**

- Associate's or Bachelor's degree preferred, or equivalent combination of education and experience
- Two or more years' of sales experience; proven sales history with increasing sales amounts year after year
- Demonstrated knowledge of selling techniques (prospecting, overcoming objections, presentation skills, gaining commitment, negotiation)
- Skill in taking independent action and being a self-starter
- Skill in written and verbal communication
- Ability to build customer relationships and provide appropriate levels of customer service
- Business acumen and the ability to calculate numbers and amounts
- Skill with Microsoft Office software applications (Word, Outlook, Excel, PowerPoint)
- Skill in adapting to new company software and using the internet to research target industries and specific businesses
- Ability to travel locally on an extensive basis
- Friendly, polite customer service skills on the phone and in person
- Ability to provide solutions to customers' inquiries/complaints
- Cold calling/outside and inside sales
- Inspections, knowledge of service and retail items, critical thinking to provide solutions to various pest and termite problems
- Ability to work collaboratively with office staff and service professionals to ensure work completion
- Collecting payments when necessary
- Follow up of sales contacts
- A valid driver's license with a clean driving record
- Various other tasks approved by Branch Manager or Sales Manager

### **Working conditions**

- Working outdoors in all types of weather, confined spaces, and crawl spaces.

### **Physical requirements**

- Visual and auditory acuity