



Job Title: Domestic Sales Assistant
Department: Domestic Sales
Reports to: Domestic Sales Manager
This is a Non-Exempt Hourly Fulltime/Fully Benefited Position

Job Summary: The Sales Assistant performs a variety of clerical and administrative activities to support the Domestic Sales staff. The Sales Assistant is responsible for ensuring the smooth flow of information and follow up for existing and prospective customers.

DUTIES AND RESPONSIBILITIES (Other duties may be assigned):

- ❖ Serve in a support role to the Domestic Sales staff.
- ❖ Anticipate and meet the needs of the customer.
- ❖ Work to resolve customer problems and satisfy their expectations.
- ❖ Maintain comprehensive knowledge about available products and services.
- ❖ Exhibit a high level of initiative, effort, and commitment towards servicing our business.
- ❖ Communicate effectively with sales personnel, shippers to locate documents, discuss order revisions, etc.
- ❖ Answer telephone calls, convey messages, and monitor the flow of e-mail.
- ❖ Answer routine product questions and direct questions to appropriate personnel when necessary.
- ❖ Hire trucks and follow up on pick-up and delivery times.
- ❖ Monitor warehouse-packing schedules. Follow up on shipping list update from warehouses, to confirm loads are ready and trucks arrive on a timely manner and communicate with shipping departments as necessary.
- ❖ Periodically check printers and fax machines for adequate supplies of paper (fill if necessary)
- ❖ Own the Kirkey software program.
- ❖ Arrive and depart work on time.
- ❖ Additional hours of work will be necessary as business demands.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- ❖ Work with a high degree of professionalism
- ❖ Display a high level of effort and commitment toward performing work, with an emphasis on the attention to detail.
- ❖ Command excellent telephone skills
- ❖ Work with, understand, and evaluate technical information related to the job.

- ❖ Maintain flexible attitude and approach towards assignments and successfully operate under ambiguous guidelines.
- ❖ Ability to form good working relationships with co-workers
- ❖ Organize work, set priorities, and determine resource requirements necessary to complete tasks.
- ❖ Use knowledge that is acquired through extensive on the job experience to perform one's job.
- ❖ Be flexible in cross training within the Domestic department.
- ❖ Complete responsibilities in a timely manner.
- ❖ Display high standards of ethical conduct.
- ❖ Must possess intermediate knowledge of computer systems.
- ❖ Must possess above average knowledge of Excel. Ability to design forms, and format equations.
- ❖ Ability to perform computations such as addition, subtraction, multiplication, and division correctly.
- ❖ Knowledge of fruit grades and inventory
- ❖ Good attendance and available to work flexible hours.

EDUCATION/EXPERIENCE

- ❖ High school graduate, 2 or 4-year college graduate preferred.
- ❖ 2 years previous job experience with customer service or sales support preferred.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee 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 employee is regularly required to talk or hear.
- ❖ The employee frequently is required to stand, walk, use hands to finger, handle or feel and reach with hands and arms
- ❖ The employee is occasionally required to sit; stoop, kneel, or crouch.
- ❖ The employee must frequently lift and/or move up to 3 pounds and occasionally lift and/or move up to 10 pounds.
- ❖ Specific vision abilities required by this job include close vision; distant vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- ❖ Employee must be able to have the ability to perform repetitive arm/hand motion (data entry) over 50 % of time at work.

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

When duties and responsibilities change and develop, the job description will be reviewed and subject to changes of business necessity.

This is an accurate description of the essential functions of my position.

Approvals:

<i>Employee</i>		/ /		<i>Supervisor/Manager</i>		/ /	
	<i>Date</i>				<i>Date</i>		
				<i>Management (next level)</i>		/ /	
					<i>Date</i>		