



## **Terms and Conditions for Job Descriptions**

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# [COMPANY NAME] JOB DESCRIPTION

**Position:** Sales  
Managers

## **Job Description:**

Direct the actual distribution or movement of a product or service to the customer. Coordinate sales distribution by establishing sales territories, quotas, and goals and establish training programs for sales representatives. Analyze sales statistics gathered by staff to determine sales potential and inventory requirements and monitor the preferences of customers.

## **Job Tasks:**

- Resolve customer complaints regarding sales and service.
- Monitor customer preferences to determine focus of sales efforts.
- Direct and coordinate activities involving sales of manufactured products, services, commodities, real estate or other subjects of sale.
- Determine price schedules and discount rates.
- Review operational records and reports to project sales and determine profitability.
- Direct, coordinate, and review activities in sales and service accounting and record keeping, and in receiving and shipping operations.
- Confer or consult with department heads to plan advertising services and to secure information on equipment and customer specifications.
- Advise dealers and distributors on policies and operating procedures to ensure functional effectiveness of business.
- Prepare budgets and approve budget expenditures.
- Represent company at trade association meetings to promote products.
- Plan and direct staffing, training, and performance evaluations to develop and control sales and service programs.
- Visit franchised dealers to stimulate interest in establishment or expansion of leasing programs.
- Confer with potential customers regarding equipment needs and advise customers on types of equipment to purchase.
- Oversee regional and local sales managers and their staffs.
- Direct clerical staff to keep records of export correspondence, bid requests, and credit collections, and to maintain current information on tariffs, licenses, and restrictions.
- Direct foreign sales and service outlets of an organization.

- Assess marketing potential of new and existing store locations, considering statistics and expenditures.

### **Required Knowledge:**

- **Mathematics** -- Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.
- **Sales and Marketing** -- Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
- **Computers and Electronics** -- Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
- **English Language** -- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- **Customer and Personal Service** -- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **Administration and Management** -- Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

### **Required Skills:**

- **Active Listening** -- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Speaking** -- Talking to others to convey information effectively.
- **Mathematics** -- Using mathematics to solve problems.
- **Time Management** -- Managing one's own time and the time of others.
- **Service Orientation** -- Actively looking for ways to help people.
- **Persuasion** -- Persuading others to change their minds or behavior.
- **Social Perceptiveness** -- Being aware of others' reactions and understanding why they react as they do.
- **Reading Comprehension** -- Understanding written sentences and paragraphs in work related documents.

- **Monitoring** -- Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- **Negotiation** -- Bringing others together and trying to reconcile differences.

### **Abilities Required:**

- **Oral Expression** -- The ability to communicate information and ideas in speaking so others will understand.
- **Speech Clarity** -- The ability to speak clearly so others can understand you.
- **Speech Recognition** -- The ability to identify and understand the speech of another person.
- **Oral Comprehension** -- The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Problem Sensitivity** -- The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- **Written Comprehension** -- The ability to read and understand information and ideas presented in writing.
- **Information Ordering** -- The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- **Inductive Reasoning** -- The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- **Deductive Reasoning** -- The ability to apply general rules to specific problems to produce answers that make sense.
- **Originality** -- The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.

### **Job Activities:**

- **Communicating with Persons Outside Organization** -- Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or email.
- **Organizing, Planning, and Prioritizing Work** -- Developing specific goals and plans to prioritize, organize, and accomplish your work.
- **Making Decisions and Solving Problems** -- Analyzing information and evaluating results to choose the best solution and solve problems.

- **Communicating with Supervisors, Peers, or Subordinates** -- Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- **Interacting With Computers** -- Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- **Establishing and Maintaining Interpersonal Relationships** -- Developing constructive and cooperative working relationships with others, and maintaining them over time.
- **Updating and Using Relevant Knowledge** -- Keeping up-to-date technically and applying new knowledge to your job.
- **Getting Information** -- Observing, receiving, and otherwise obtaining information from all relevant sources.
- **Identifying Objects, Actions, and Events** -- Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
- **Selling or Influencing Others** -- Convincing others to buy merchandise/goods or to otherwise change their minds or actions.

I \_\_\_\_\_ acknowledge that I have read and understood this job description for the position of Sales Manager.

Employee Name: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor Name: \_\_\_\_\_

Date: \_\_\_\_\_