JOB TITLE: Sales Support Specialist REPORTS TO: Sales Support Supervisor

**DATE:** 6/8/2022 **DEPART:** Sales

**General Overview***:*

The focus is on supporting the territory sales teams, playing a key role in the overall success of the team while working in true partnership aligned with one or more internal and/or external Sales Representatives. This position develops and fosters relationships with their contacts within the grower’s organization. Provides backup for the Sales Representatives when they are traveling to trade shows, farm visits or other times out of the office. This position is responsible to understand any restrictions or regulations in the territory.

**Key Responsibilities**:

1. Sales
   1. Sales and goals oriented, awareness of monthly, quarterly and annual volume plans and constantly striving to achieve sales to meet those goals.
   2. Comfortable making outbound sales calls both by phone and email.
   3. Sell and write orders for JSS products and services.
      1. Expedite orders when necessary.
      2. Review reject orders and take steps to clear.
      3. Research back-orders and follow-up with customers.
      4. Work with Sales & Ops planning for unplanned orders that will consume more than 20% of bulk seed.
      5. Review orders after each batch (orders sent to Operations for fulfillment) to ensure there are no issues.
      6. Communicate with Operations on significant pack requests rather than just waiting tor the batch to process.
   4. Educate our customers about our products and services in order to improve related sales and customer satisfaction.
   5. An expert in customer service with a “customer first” approach.
   6. Assist in contacting new growers that come into the territory via the website or contact center with the objectives of understanding their business and upselling or securing more of their seed requirements.
   7. Assist in identifying customers in the territories with duplicate customer numbers and in the de-duplicating process.
   8. Maintain grower information in the areas of discounts, special pricing, etc.
2. Communications
   1. Excellent communication skills; effectively communicate with all levels of an organization (phone, email & in person).
   2. Communicate with Reps regarding time away with enough lead-time to enable coordinating coverage.
      1. Check in and check out daily with Reps
         1. Give Reps a 15-minute heads up prior to clocking out for the day.
   3. Assist Sales Representatives in preparing presentations for industry events, grower visits and annual top to top meetings/business reviews.
3. Cross Functional Relationships
   1. Develop and maintain strong, respectful relationships with other functional areas of the company, with specific focus on:
      1. Contact Center, Customer Care, Data Services
      2. Finance/AR
      3. Operations (shipping/seed packing)
      4. Quality
      5. Supply planning
   2. Be known as a strong cross functional team player.
4. Personal and Professional Development
   1. Maintain product and technical knowledge by participating in educational meetings (Product Advancement), annual pricing review and annual catalog review as timing permits.
   2. Actively participate in JSS Crop walks.
   3. Participate in all JSS company wide and quarterly meetings.
   4. Actively participate on cross-functional teams as assigned (Product Status Team meetings, special projects, etc.).
   5. Provide input into the performance reviews of assigned Sales Representatives.

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**Minimum Qualifications/Educational Requirements** *(Specific qualifications of the position):*

* College degree preferred, with a concentration in business or agriculture.

**Required Skills/Attributes** *(Competencies that are essential to perform job responsibilities):*

* Sales
  + Strong relationship builder across the JSS organization and with growers.
  + Active listener.
  + Sense of urgency, aggressive follow through and sense of ownership for the territories.
  + Results oriented self-starter with a track record of meeting goals and objectives.
  + Exceptional B2B “outside” sales & customer focused experience.
* Business
  + Ability to prioritize and manage multiple tasks.
  + Ability to calculate margin
  + Organized and disciplined with the ability to work independently.
  + Sees issues and willing to participate in identifying and implementing solutions.
  + Complete knowledge of the company’s product portfolio.
  + Vegetable, herb or flower growing/farming experience.
* Interpersonal
  + Clear and succinct written and oral communication skills.
  + Seeks, listens to and comprehends others’ opinions and positions.
  + Ability to interact with multiple personalities and multiple functional areas.
  + Ability to engage and motivate customers and prospective customers.
  + Team player with the ability to work towards a common goal – gives more than takes.
  + Trustworthy, respected, positive can-do attitude.
  + Composed under fast paced pressure situations/relationships.
* Technical
  + **Proficiency in Microsoft applications (Word, Excel, Power Point and TEAMS).**
  + Proficiency in proprietary systems that relate to the sales function. (Salesforce.com)

**Essential Physical Requirements:**

1. Ability to freely access all areas and locations of the business.
2. Ability to work varied hours/days as business dictates.
3. Ability to sit at a computer at least 80% of the workday.
4. Ability to read, count, and write to accurately complete all documentation.