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Phoenix, AZ 85034
602.252.5566

JOB TITLE: RESIDENTIAL SALESPERSON

Exempt: (Y/N): Exempt
Salary Level: Commission + Car & Technology Allowance
Shift: FT 40-60 hours/week
Location: Phoenix, AZ
Employee Name:
Prepared by: Stacia Pitcher
Approved by: Gary Snipes

Job Code:
DOT Code:
Division:
Department: Sales
Supervisor: Sales Manager
Date: 3/19/18
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SUMMARY

This position generates revenue by selling moving, storage and related services to residential customers.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Setting and fulfilling appointments within designated territories to generated booked orders.
- Traveling throughout assigned territories to call upon prospective customers to solicit orders and or perform on-site surveys and estimates; talking with customers on the phone to provide phone surveys and price quotes.
- Quoting prices, credit terms and payment methods; preparing sales contracts and all other necessary paperwork for orders obtained.
- Estimating service dates to customers based on knowledge of UniGroup and local transit guides and calendars.
- Displaying or demonstrating services using available sales literature and value-added benefits.
- Prospecting and cultivating new referral source relationships in order to generate new leads and/or opportunities for new business.
- Generating own leads based on information from realtor contacts newspapers, business directories, networking events, industry ads, trade shows, websites, etc.
- Preparing reports of business transactions; keeping expense accounts; tracking moves to compare against commission reports.
- Attending and participating in regular sales and service meetings.
- Backing up the Inside Salesperson with sales calls, including providing quotes and setting appointments.
- Investigating and resolving customer problems with moves.
- Reviewing and responding to monthly reports, including commissions, closing ratios, pending shipments, etc.



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- Maintaining a closing ratio of 50% or above.
- Achieving sales projections.
- Being accompanied by and applying feedback from management and coworkers on appointment conduct.
- Be completely knowledgeable on all current pricing and transit options.
- Must learn and use all functions of our Quotes To Go estimating tools, including entering new customer information.
- Must print out a copy of the estimate and the table of measurements form at the time of the call and explain it to the customer whenever possible.
- Must be accurate with estimates and stay within a 10% margin of error, plus or minus on the weight and cubic feet of each order.
- May occasionally have some overnight travel to attend business meetings and/or training.
- Need to provide a late model automobile that is reliable and one that will represent the company and this position in the best light.
- Appearance should be neat and well groomed, attire is business casual.

SUPERVISORY RESPONSIBILITIES

This job currently has no supervisory responsibilities.

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.

EDUCATION and/or EXPERIENCE

Bachelor's degree (BA or BS) or equivalent from a two-year college or technical school or six months to one-year related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.



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MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

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 sit and talk or hear. The employee frequently is required to use hands to finger, handle, or feel. The employee is occasionally required to stand, walk, and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.