



Account Manager/Sales

Purpose: Develop and maintain strong relationships with existing customers to contribute to Sales Department goals.

Status: Reports to Sales Manager. Coordinates with other departments as necessary.

Responsibilities

Strategic

1. Meet goals established for assigned customer accounts: volume, margin, credits, etc.
2. Interact with customers to demonstrate products, explain product features, handle all transactions including sales orders, invoices, credits, etc.
3. Recommend products to customers, based on customers' needs and interests
 - a. Balance customer needs with VV's need to maintain profitable product flow
4. Answer customers' questions about products, prices, availability, product uses
5. Quote standard prices; identify and get approval from Sales Manager for pricing strategies for individual accounts
6. Provide ongoing account support: understand customer needs, direct resources as needed, resolve account problems
7. Provide customers with product samples
8. Monitor sales activity (sales goal, volume, trends, history for each account), analyze activity and prepare reports for Sales Manager
9. Conduct in-store visits to provide face-to-face time and visual assessment of store
10. Monitor market conditions, and competitors' products, prices, and sales

Administrative

1. Maintain Customer Account Profiles
2. Service unassigned accounts as needed
3. Perform administrative duties (e.g. keeping sales records, account profiles, create VVA)
4. Maintain necessary data in system (VIXEN, email)

Essential Requirements

1. Strong customer service orientation; actively look for ways to help people
2. Think strategically and systemically
3. Solve problems and think creatively
4. Determine tasks, priorities, and goals. Meet deadlines
5. Thorough understanding of VV delivery routes and the implications for each account
6. Become a VIXEN expert in Sales Order modules

7. Work well collaboratively and independently
8. Ongoing physical inspection and assessment of product inventory
9. Contribute to a positive work environment to facilitate a strong sales team
10. Maintain a high level of understanding of industry-related issues
11. Frequent phone contact along with face to face conversations
12. Understand and act in accordance with Veritable Vegetable's mission and values in the workplace

Abilities and Skills

1. Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate
2. Communicate effectively in writing as appropriate for the needs of the audience
3. Attention to detail, highly organized
4. Self-motivated to maintain product and industry knowledge
5. Work collaboratively internally and externally
6. Ability to make decisions
7. Ability to maintain professionalism in all interactions
8. Strong relationship building skills with a high degree of responsiveness and integrity

Qualifications

1. 2 years of experience in sales or customer service
2. Produce industry experience required; retail produce experience a plus
3. Knowledge of produce varieties and seasonality
4. Appreciation for the principles of sustainable agriculture and the value of organic produce
5. Comfortable with office applications: Word, Excel, Outlook
6. Must have a valid driver's license and be an insurable driver
7. Must be fully vaccinated against COVID-19

Physical Requirements

1. Ability to lift up to 55 lbs. without assistance
2. Job tasks are performed in close physical proximity to other people
3. Ability to filter out extraneous noise while on the phone
4. Job requires constant work on computer
5. Must be able to sit or stand for extended periods of time
6. Must be able to travel on occasion, work nights and weekends several times a year