

September 12, 2013

Job Title: Regional Sales Manager

Job Type: Full Time

Location: Monroe, NC

Spiroflow Systems, Inc. is a worldwide supplier of both standard and custom powder handling equipment, specializing in Bulk Bag Dischargers and Fillers, Mechanical and Pneumatic Conveyors and the Pacepacker range of Automatic Packing, Pick and Place and Palletizing solutions.

We currently have an opportunity for a Regional Sales Manager at our Corporate Headquarters in Monroe, NC. Our employees earn competitive salaries and enjoy a comprehensive benefits package including medical, dental, vision coverage, life insurance, generous vacation days and a 401(k) plan.

Responsibilities:

Reporting to the VP of Sales, the Regional Sales Manager will supervise assigned manufacturer's representatives, manage an assigned sales territory and be responsible for achieving sales targets for the area.

The Regional Sales Manager is the company's primary contact with the manufacturer's representatives and customers within his/her dedicated territory. He or she will maintain the continuing sales relationship with both reps and customers and will respond to requests for assistance from both.

Key Responsibilities:

1. To reflect in both personal demeanor and professional integrity the true image of the company to reps' customers and prospects.
2. Maintain and increase sales volume with established reps and customers.
3. To build, maintain and direct an efficient, well trained and effective manufacturing sales rep organization in their territory.
4. Be sensitive to the individual needs of reps, customers and prospects.
5. To liaise with reps or customers to assist in resolving complaints. When necessary liaise with the engineering department to resolve complaints.
6. To prepare special reports regarding the operation of their territory.
7. To attend and participate in sales meetings and rep training seminars.
8. To actively participate in territory and self development programs.
9. Respond promptly and efficiently to requests from reps for assistance with equipment specification and produce quotations when deemed necessary.
10. Respond promptly and efficiently to requests from customers and analyze their needs and formulate solutions and where necessary produce quotations.
11. Build consultative relationships within existing representatives/customer base.
12. Participate in local, regional and national trade shows.

13. To work and cooperate with all members of the company workforce/departments.
14. To identify those reps that are not performing to senior managers.
15. To travel in the field when required calling on existing and potential customers with the representatives.
16. To arrange product trials in the test lab through the test lab manager and test lab technician.
Confirm:
 - a) Request from the rep/customer all necessary MSDS documents for the products being tested.
 - b) Ensure that MSDS documents are approved by the test lab manager.
 - c) Confirm or otherwise if the test will be witnessed by the rep and/or customer.
 - d) All equipment is ready the day before the trials and has been test run.
 - e) Pick up the rep and/or customer from the airport if required.
 - f) Escort the rep and/or client during the whole period of the visit/tests.
 - g) Review the prepared test results and confirm that the completed document is forwarded to the rep and client.
17. Promptly and efficiently enter orders received from customers:
 - a) Accurately raise order entry.
 - b) Accurately raise order acknowledgement and forward to rep and customer, ensuring all details match the issued quotation.
 - c) Request and receive any details not determined or finalized at the quotation stage.
 - d) In the event that the order number is received first by phone or fax, that a confirmation of order is received and reviewed for :
 - i) Payment terms are as detailed in the quotation.
 - ii) Customer's Terms and Conditions are reviewed and any discrepancies between ours and theirs resolved with the companies and the customer's commercial departments.
 - iii) Delivery of the equipment is as specified in the original quotation and any discrepancy discussed with the engineering department. Ensure the rep and customer are advised of the finalized delivery date.
 - e) During the manufacturing period, monitor production schedules and, in the event of an order running late, advise the rep for onward transmission to the customer.
18. Prepare monthly order forecast data.
19. Assist with the development/revision of Price Lists when requested.
20. Assist colleagues as required/requested.
21. Any other duties that may be reasonably requested.

Performance Measures:

- Achievement of agreed sales targets
- Customer satisfaction
- Development of representatives
- Performance of representatives

Principle Internal & External Contacts:

- Reps and End Users
- VP Sales
- CEO
- COO and CFO
- VP Engineering
- Production Manager

If your primary objectives are reaching goals through offering customers innovative automation solutions, then we would like to hear from you.

Send Your Resume to: jobs@spiroflowsystems.com