

JOB TITLE	Senior Sales Manager	EFFECTIVE	June 2021
REPORTS TO	VP Supply Chain/VP of Sales	REVISION	
GRADE		DIVISION	MPP
Exempt or Non-Exempt	Exempt	DEPARTMENT	Customer Care

POSITION SUMMARY

This position's main responsibility is interacting with MPP clients in order to ensure that they have a high level of satisfaction with their MPP order experience. This involves being the primary point of contact for the assigned MPP accounts, handling Client questions, ensuring prompt and accurate processing of customer orders, solving problems as they arise and proactively communicating to the client as appropriate.

In addition, this position is responsible for billing and invoicing of MPP clients & communicating with them regarding account balances. This may also involve preparing various sales & financial reports for management. This includes initiatives necessary to achieve the sales plan.

KEY PERFORMANCE INDICATORS

- Level of customer satisfaction & retention
- Monthly sales vs historical levels
- Order processing cycle time (internal processing)
- Being current on processing of invoices/statements & current in follow-ups of outstanding amounts
- Following established policies and procedures & work collaboratively on exceptions
- Operating in a cooperative, collaborative, team-minded manner
- Achievement of the sales plan

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Devise outside-the-box sales programs disruptive to the promotional industry
- Modernize sales strategy to streamline order to shipment process
- Position Myron's brand ecosystem as the premium vs. other standard branded products
- Achieve monthly and quarterly revenue and P+L commitments
- Ownership of the sales process from end to end (sell in, ship in, sell through)
- Channel specific account prospecting and product introductions
- Contract and terms negotiation
- Alignment and execution of department wide strategic initiatives
- Forecasting and inventory planning for all product needs Requirements

COMPETENCIES

- Ability to cultivate new buyer relationships
- Prior cold-calling and revenue cultivation experience
- Experience building a channel strategy tied to executing on top line and P&L goals
- Familiarity with order maintenance (ERP, CRM, etc.)
- Possess problem solving, attention to detail, and analytical skills
- Must be a self-starter that shows ownership and commitment to the job
- Demonstrated ability to maintain confidentiality of information, exercise good judgment and discretion in handling and disseminating information
- Roll up the sleeves, action-oriented mindset to have an impact in a fast-paced, rapidly-changing growth environment
- Sense of humor, personal integrity, and appreciation for the power of teamwork

TECHNICAL COMPETENCIES

- Proficient in advanced features of Microsoft Word and Excel
- Able to do basic financial analysis and prepare concise summaries for management
- Adept at Project Management and Problem Solving

EXPERIENCE

- Customer service
- Billing and Accounts Receivable
- 5+ years managerial experience within the promotional and/or custom for resale channel (or similar field)

EDUCATIONAL REQUIREMENTS

- Bachelor in Business, Finance or Accounting

SPECIAL JOB REQUIREMENTS (include travel requirements, and other eligibility requirements) **N/A**

PHYSICAL DEMANDS and work environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties and responsibilities of this position.

While performing the duties of this position, the employee is regularly required to sit; use hands to finger, handle, or feel; and reach with hands and arms. The employee frequently is required to stand, walk, and talk or hear.

Prepared by	Date	Approved by	Date

For employees new to the role:

I _____, have reviewed this job description and understand the requirements of this position.

Employee signature	date

NOTE: This job description is not intended to be all-inclusive. The employee may perform other related duties as assigned to meet the ongoing needs of the organization and duties, responsibilities and activities may change or new ones may be assigned at any time.