

Cargo Sales Representative

Reports to: Senior Sales & Marketing Manager
Division: Everts Air Cargo

Department: Sales
Station: ANC

Job Summary

This position plays a fundamental role in achieving Everts Air's market and revenue growth objectives by gaining new business, as well as, growing and maintaining existing customer accounts. The primary objective of this position is to generate increased revenue and support the common goal of excellent service to all customers.

Essential Functions

1. Collaborate and build relationships with new and existing customers through cold calling, issuing quotes, preparing bids, educating customers, and making formal presentations to clients
2. Schedule and make regular external sales visits, as well as take part in community events that increase visibility of Everts within designated markets. Travel is required.
3. Maintain existing accounts by providing support and relevant solutions to meet customer needs, conducting regular account analysis, and addressing any concerns in a timely manner.
4. Source new sales opportunities through inbound lead follow-up, outbound calls, trade conferences, emails, and other outreach programs as dictated by the department manager.
5. Identify new markets for market share growth by remaining current on industry trends, local market conditions and competitor activities.
6. Attend and participate in conferences, exhibits, and trade shows to promote Everts Air services and generate leads.
7. Train personnel (as appropriate) on Sales promotions, processes, and Company services.
8. Utilize Everts Air's Customer Resource Management (CRM) platform to document sales activity and relevant customer business details.
9. Work closely with Everts Air Customer Service and Cargo departments to help ensure new and existing customers benefit from a seamless sale to service experience.
10. Perform sales job tasks in such a manner that EAC maximizes profitability while focusing on cost conscious issues such as productivity, travel, and office supplies and equipment.
11. Provide feedback on departmental processes and assist in developing future plan goals. Assist with defining objectives for the Sales and Marketing department that are achievable and realistic insuring that they complement the company's defined growth strategy.
12. Support and participate in an organizational culture in which a passion for continuous improvement is intrinsic.
13. Ability to travel to and between off-site appointments.
14. Other duties as assigned by the department manager.

Additional Responsibilities:

Safety

1. Comply with all safety aspects, specific practices and procedures of the work scope and position(s).
2. Be familiar with the Company's Safety Management System (SMS) and Occupational Safety Manual (OSM).
3. Contribute to the Safety Culture of the Company and report any Safety Hazards.
4. Required to learn and understand Dangerous Goods Transportation requirements.
5. Keep your work areas clean and free of hazards; correct unsafe conditions when encountered and report those, that you are unable to personally correct, to a supervisor.

Security

1. Comply with all security practices, policies, and procedures as trained.
2. Maintain employee vigilance and report all security concerns.

Administrative

1. Ensure adherence to procedures that promote the health and welfare of all employees.
2. Ability to pass a background check.

Physical Abilities:

The physical requirements indicated below are examples of the physical aspects that this position must perform in carrying out essential job functions.

1. Ability to reach horizontally and vertically with arms. Sufficient dexterity to manipulate small objects and print or write legibly.
2. Requires the physical ability to sit for extended periods of time.
3. Shall perceive the nature of sound, near and far vision, depth perception, providing oral information, the manual dexterity to operate business related equipment, and handle and work with various materials and objects are important aspects of this job.

Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of the job.

Qualifications

1. Requires strong verbal and written communication skills.
2. Requires excellent customer service skills and phone etiquette.
3. Undergraduate degree or equivalent work experience in marketing or business (aviation a plus).
4. Requires 1-year employment history in a sales/new business development/customer service position.
5. Prefer 1+ years of experience with cargo operations or cargo customer service.
6. Must be able to type 40+ words a minute.
7. Proficient in Microsoft Office software.

This job description in no way states or implies that these are the only duties to be performed by this employee. He or She will be required to follow any other instructions and to perform any other duties requested by his or her supervisor.

Everts Air Cargo is an Equal Employment Opportunity Commission compliant (EEOC) employer.

Employee Signature _____ Date _____

Employee Printed Name _____