

Cargo and Charter Sales Representative

Reports to: Primary-Sales & Marketing Manager

Secondary-Asst GM

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, maintaining and growing 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, with a focus on charters and sales calls.

Essential Functions:

1. Collaborate and build relationships with existing and new customers through sales calls, issuing quotes, preparing bids, managing sales lead resources, educating customers, and making formal presentations to clients.
2. Increase the scope of Everts Air charter operations through effective customer interactions, education, and timely response to charter requests.
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. Schedule and make regular external sales visits and take part in community events that increase visibility of Everts within designated markets. Travel is required.
8. Mentor and train personnel (as appropriate) on sales promotions, processes, and company services.
9. Utilize Everts Air's Customer Resource Management platform to document sales activity and relevant customer business details, in addition to submitting department activity reports.
10. Work closely with Everts Air Customer Service, Load Control, and Cargo departments to help ensure new and existing customers benefit from a seamless sale to service experience.
11. 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.
12. Provide feedback on departmental processes and assist in developing future planning goals and objectives for the Sales and Marketing department that are achievable and realistic, and that complement the company's current growth strategy.
13. Support and participate in an organizational culture in which a passion for continuous improvement is innate.
14. Other duties as assigned by the department manager.

Additional Responsibilities:

Safety

1. Comply with all safety aspects of your position.
2. Be familiar with the Company's Safety Management System (SMS) and Occupational Safety Manual (OSM).
3. Follow all Company practices and procedures.
4. Contribute to the Safety Culture of the Company and report any Safety Hazards.
5. Keep your work areas clean and free of hazards; correct unsafe conditions when encountered and report those that you can't personally correct to a supervisor.

Security

1. Maintain employee vigilance and report all security concerns.

Administrative

1. Build an organizational culture in which passion for continuous improvement is innate.
2. Ensure adherence to procedures that promote the health and welfare of all employees.

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.
2. Sufficient dexterity to manipulate small objects and print or write legibly.
3. Requires the ability to be sedentary or capable of standing and/or walking for extended periods of time.
4. 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 communication skills, verbally and in writing.
2. Requires 1+ years customer service and/or sales background.
3. Prefer 1+ years in cargo operations and/or cargo customer service.
4. Must be able to type 40+ words a minute.
5. Proficient in Microsoft Office products.
6. Knowledge of administrative and clerical procedures, work processing systems/software, managing files and records, designing forms and other office procedures and related terminology.
7. Ability to maintain confidentiality in all aspects of employment, including file and record maintenance.
8. Knowledge of technology used for training purposes or possess an interest in learning the technological methods used in training.
9. Must possess a valid driver's license

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 _____