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# Example of Sales Service Representative Job Description

Our growing company is looking for a sales service representative. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for sales service representative

* Handles sales and service needs for both external and internal customers through inbound calls, outbound calls, e-mail, and faxes
* Processes customer orders via the phone, email, web, and fax
* Retains extensive product knowledge and utilize various job aids to provide necessary information to customers
* Utilizes computer efficiently to access multiple databases and successfully retrieve information aids for successful service and sales
* Communicates sales opportunities/leads to an inside or outside sales representative
* Manage accounts as it relates to present budget objectives on sales and orders, complaints, receivables and travel/entertainment expenses
* Annually forecast with sales management growth and opportunities for the future
* Coordinates and assists in installations, reports to appropriate Voith personnel and inputs into appropriate data base depending on product line
* Promotes value-added products and technical services and exhibits the results for customer understanding and acceptance, including any necessary data analysis and reports
* Researches and corrects errors

## Qualifications for sales service representative

* Team work and proactive attitude are essential
* Available to travel 5 to 10%, Canada and US
* Practical understanding of the sales process and buying circle
* Fluency in local language plus ability to communicate in English (oral/written)
* Preferred candidate will have 2+ years of sales experience
* Ability to convey information clearly and analyze it to help customer make buying decisions