

Birkenstock, USA Job Description

JOB TITLE:	Inside Sales Representative
REPORTS TO:	Sr. Director Field Sales BUSA
SUPERVISES DIRECTLY:	N/A
SUPERVISES INDIRECTLY:	N/A
TYPE:	Exempt
LOCATION:	Remote/California
SALARY:	\$68k - \$75k/Annually

OVERVIEW

At Birkenstock Americas, our business is a reflection of who we are. We have a passion for our products, an appreciation of their heritage and a genuine belief in their benefits. Our business is a reflection of what we represent - quality products that are comfortable, unique, timeless and respectful of the world around us. **Our mission is to deliver happiness and satisfaction to our internal and external customers.** In order to provide quality products and services, we need quality people. We are looking for talented people who share our values of accountability, responsiveness, excellence, teamwork, respect, integrity, and a positive attitude.

This position is primarily responsible for managing and acquiring assigned accounts. Grows business in a set geographic territory and works closely with the Territory Manager. Maximizes sales to existing accounts via controlled sell-in, inventory management, controlled sell-through and proper cost-efficient sales support efforts by performing the following duties.

RESPONSIBILITIES

- Participates as an active member of the sales team, including, sales meetings and regional shows, account events/presentations as requested.
- Attains sales objectives by selling Birkenstock product lines to accounts within territory.
- Achieves other assigned goals (e.g. total pre-booking orders, total pre-season orders etc.).
- Makes outbound lead follow-up calls to potential and existing customers by telephone and e-mail to qualify leads and sell products and services.
- Penetrates existing accounts by selling additional volume and new product lines.
- Manages the sales process, including: sales forecasting, order planning and account review with existing accounts, product assortments, marketing and sell-through program execution, account education on Birkenstock products, new account identification/conversion, and account management tasks.

- Creates and communicates business plans to optimize Birkenstock product opportunities. Uses expert sales knowledge in consulting accounts on open-to-buy plans, and analyzing flow of receipts, turnover, gross margins, and other business data.
- Develops strong relationships with account buyers and decision-makers to establish a long-term relationship between Birkenstock and accounts.
- Works with Field Sales to optimize account location visits. Merchandise, product stocks and assesses needs for clinic/trunk shows to educate retailers on Birkenstock products and philosophy.
- Provides excellent communications both externally and internally with Birkenstock partners.
- Understands, communicates and leverages service visit information back to Birkenstock, regarding customer feedback, trends, competitors, marketing and any other relevant information.
- Compiles lists of prospective customers for use as sales leads, based on information from ad inquiries, trade shows, direct mail responses, card deck leads, aged leads, bingos, dealer resellers, business directories, Internet Web sites, and other sources.
- Overcomes technical and business objections of prospective customers.
- Provides product demos to qualified customers on request.
- Emphasizes salable features, quotes prices and credit terms, and prepares sales orders for orders obtained.
- Tracks stock levels.
- Estimates date of delivery to customer, based on knowledge of own firm's production and delivery schedules.
- Coordinates customer training.
- Prepares reports of business transactions.
- Enters new customer data and other sales data for current customers into computer database.
- Investigates and resolves customer problems with deliveries.

POSITION REQUIREMENTS/QUALIFICATIONS

- High school diploma or general education degree (GED) and one to three months related experience and/ or training; or equivalent combination of education and experience.
- Must have excellent communications skills and ability to work effectively with all levels of personnel.
- Must have strong interpersonal skills to support leadership, management, negotiation and problem-solving functions of this role.
- Excellent judgment and discretion; ability to handle multiple priorities simultaneously, meet deadlines, and handle work-related stress is required.
- Friendly, courteous, service-oriented, professional, outgoing, and customer service oriented.
- Remain calm and professional in stressful situations.
- Detail oriented while maintaining an extremely positive attitude.
- Must be able to work independently and productively with minimum supervision.
- Recognize problems, identify possible causes and resolve routine problems.
- Team player with a "can do" attitude that can work in a fast-paced environment.
- Ability to establish and maintain professional atmosphere for employees, clients and customers
 - Ability to expertly and aggressively market and sell company's brand and products.
 - Must be able to work outside of regular business hours which will include nights and weekends to meet customer requirements.
 - Work requires willingness to travel on an as needed basis.

- Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Proficient in Microsoft Office, Outlook, Excel, and Inventory Software.
- College Degree preferred
- Valid driver's license and acceptable motor vehicle record + proof of insurance
- Must be able to lift and/or move up to 50 pounds.

If interested, please send resumes to kramos@birkenstockusa.com with the subject line reading "Inside Sales Representative".

Birkenstock Americas is an Equal Opportunity Employer