Retail Sales Specialist

Location: London, KY
Employee Type: Full-Time
Travel: Road Warrior

Opportunity: The Spectrum Hardware and Home Improvement (HHI) Group Sales Team is growing in dynamic new ways and we recognize that the right people, offering their expertise and ideas, will enable us to continue our success. We pride ourselves on providing exceptional service to our customer base. We currently have a Retail Sales Specialist (outside sales) opportunity available in your area. This is an entry level position that’s a great opportunity for recent college graduates! Please read below to get more details about the opportunity and how to apply for the position.

Summary: Provides sales and service activities related to an assigned territory of customers to ensure that established sales objective are achieved for that territory.

Essential Duties and Responsibilities
1. Sales/Service Component: Manages day-to-day sales activities for assigned territory by traveling to face-to-face in-store calls as required according to service schedules and as necessary to resolve issues. Activities may include, but are not limited to the following:
   - Maintaining a regular and timely call cycle to each customer within the territory per customer guidelines
   - Assuring plan-o-gram integrity
   - Assessing inventory levels, placing orders, down stocking product, removing defective product, and placing/repairing POP material
   - Conduct training for store personnel as required
   - Improve and grow sales, secure additional store retail space through cross-merchandising and end cap placement, etc.
   - Attend promotional and grand openings to help educate customer and employees of HHI product lines

2. Administration: Maintains records, reports and other items required by the company for the territory.

These include but are not limited to:
- Maintaining customer records for each assigned account that includes purchase orders, credit approvals, advertising agreements, price ticket and scan label agreements, etc. Maintains the call frequency plan and records activity at each account following each call
- Forwards mail to and from the customer in a timely manner
- Completes all reports, surveys, results, and other information requests as requested in a timely manner
- Maintains records of all sales adjustments to preclude duplicate payments
- Negotiates credit terms and maintains records according to company guidelines and policies for shipping errors, shortages, and defective products
- Transmits orders and call information to corporate at least twice daily per the standard procedure
- Checks voice and e-mail mail at least twice daily and communicate with corporate departments promptly on all special requirements, questions, or issues that may develop. Responds to requests promptly
- Communicates information to appropriate departments and management regarding competitive products, changes in accounts, and territory status in an expedient manner
3. Additional Requirements:
- May assist in working trade shows, regional sales meetings, and other meetings as requested by management
- May assist other Territory Account Managers when asked to support special events, vacancies or other unusual infrequent events
- May assist with re-merchandising efforts for surrounding territories
- May assist corporate departments with product evaluation, marketing plans, etc. as requested

Skills & Experiences:
- Bachelor’s Degree required
- Demonstrated interpersonal & customer centric orientation
- Self motivated
- Prior retail / consumer goods experience
- Strong analytical & problem-solving skills
- Working knowledge of MS Word & Excel

Work Conditions:
- 75% to 90% travel within the territory by automobile or air as required to provide sales and service to customers
- Flexible work hours including evenings and/or weekends

Spectrum HHI considers employee benefits to be an essential and important part of total compensation. The Company provides comprehensive and innovative benefits, including a sales car allowance program, intended to meet the varying needs of their employees. EOE/M/F/D/V

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