



JOB DESCRIPTION

Job Title: Sales Representative Enological Process Sales – Napa Valley/Sierra Foothills
Reports to: Sales Manager Enological Process Sales
FLSA Status: Full time/Regular/Exempt

POSITION SUMMARY

The Sales Representative for the Napa Valley/Sierra Foothill (NVSF) position requires a results-driven sales professional to actively sell our complete range of enological, laboratory, and filtration products. The NVSF rep will also collect leads for equipment and pass them to the ATPGroup Equipment Team. The NVSF rep is required to provide complete and appropriate solutions for every customer to boost top-line revenue growth, customer acquisition levels, and profitability. The area to be covered includes Napa Valley and Sierra Foothills.

ESSENTIAL FUNCTIONS

- Actively work on maintaining acquired accounts by strengthening relationships with them
- Expand the number of active clients
- Provide innovative solutions to customers
- Suggest applicable and relevant upsells to help customers
- Meet weekly, monthly, and quarterly sales quotas
- Prepare and submit sales reports as instructed by the sales manager
- Assist other team members when necessary
- Be available to assist Customer Service during harvest or when not busy with visits
- Have knowledge of the range of products supplied by ATPGroup and how to troubleshoot issues with customers
- Be able to comfortably and confidently present products and advise clients
- Plan daily and weekly activity
- Answer incoming customer telephone calls in a courteous and professional manner
- Respond to and investigate customer inquiries and complaints via phone, fax, mail, and e-mail in a timely and courteous manner
- Obtain customer feedback and contact customers when necessary to follow-up on customer issues
- Effectively communicate customer issues and concerns to applicable internal staff members
- Maintain customer records by updating daily the company CRM
- Maintain current working knowledge of products and services
- Identify methods for improving relationships with clients and make recommendations to management

To perform this job successfully, an individual must be able to perform each essential function from the list above satisfactorily.

SUPERVISORY RESPONSIBILITIES: this position does not require any supervisor responsibility.

REQUIRED COMPETENCIES (Knowledge, Skills, Abilities)

The requirements listed below are representative of the knowledge, skills, and abilities required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Ability to create and maintain positive relationships with clients
- Ability to deal effectively with difficult customers
- Strong verbal and written communication skills
- Excellent interpersonal skills and abilities
- Knowledge of computer systems such as CRM databases and ERPs



- Demonstrated commitment, excellence, high standards, and ATPGroup's core values
- Ability to work independently and as part of a team
- Ability to understand and follow written and verbal instructions
- Excellent attention to detail and follow-through
- Strong time management skills
- Ability to make quick decisions
- A sense of urgency
- Dedication to client needs even when this is required out of working hours
- Customer-driven
- Ability to work in a high-pressure environment
- Interested in constantly improving his/her skills
- Troubleshooting experience
- Able to delegate tasks when needed

MINIMUM QUALIFICATIONS

- Three or more years of sales experience, preferably on enological products
- Winemaking knowledge
- Class C driver license

ESSENTIAL PHYSICAL REQUIREMENTS

While performing the duties of this job, the employee is frequently required to talk and hear; frequent operation of computer and other office equipment, the ability to sit at a workstation for extended periods of time, stand, walk, climb stairs, bend, lift, twist, pull, push, carry, grasp, reach and stoop as need, and to occasionally lift and carry items up to 25 pounds.

WORKING CONDITIONS

The noise level in the office environment is usually quiet to moderate. Work will require weekend and/or evening work, especially during the harvest season.

CAREER OPPORTUNITIES

From the position of Sales Representative, depending on dedication and results obtained, the candidate can advance to more advanced positions like Product Manager, Account Manager and Area Manager.

Interested? Please e-mail your resume to:

Terry Dewane, National Sales Manager – Enological Products

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