

**POSITION DESCRIPTION
BRANCH MANAGER / INSIDE SALES**

PRIMARY ROLE

Responsible for representing Carlin Horticultural Supplies (CHS)/ProGreen Plus (PGP) products and services to the Green Industry. Responsible for branch personnel and the daily sales and logistics function along with the timely processing of all orders, deliveries, and paperwork. Effectively manage, service, develop accounts and ensure daily practice of workplace Safety Policy & Procedures.

**BASIC RESPONSIBILITIES
SALES**

Present a friendly, courteous, and positive attitude while representing CHS / PGP to our internal or external customer.

Create and actively participate in the Inside Sales “Selling Buzz”. The “Selling Buzz” is all about picking up the phone and building the relationship with the customer

Implementation of our route calling process to existing and prospective customer. Complete assigned weekly route calling process, field incoming sales calls from both your assigned sales territory as well as other sales territories. Make outgoing calls and contacts as assigned to promote company events or special promotions. Assist in Will Call counter sales as required. Provide both technical and non-technical assistance to customers, and sales staff on above items as needed.

Maintain Will Call shopping environment and product displays
Maintain a complete and organized filing system including information on current projects and customers. Provide follow up on all customer matters in a timely manner.

Obtain customer requirements and specifications for quoting/pricing of needs (pots, greenhouses, equipment, landscape supplies etc.) and forward the information to your outside sales representative for preparation of the quote.

Promote current product offerings to our customers as directed by management.

Maintain an appropriate level of knowledge about CHS / PGP products, customers, pricing, services, and sales policies to effectively represent the company.

Take sales orders from customers and process them, including any special instructions regarding delivery or pricing in a timely manner.

Complete all paperwork accurately and in a timely manner.
Provide feedback as to customer satisfaction, competitive activities, pricing, new products, and other market information that may affect the company.

Assist in the collection of past-due accounts as required.

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WAREHOUSE MANAGER

Schedule all full-time and part-time personnel to properly cover the facilities service requirements and approve overtime for all staff. Potential to schedule staffing and trucking for delivery requirements.

Responsible for the cleanliness, daily disinfection process and overall appearance of the facility.

Coordinate and participate in the unloading, restocking, and organizing of incoming shipments. Verify accuracy of shipping documents for discrepancies so purchasing / sales documents can be adjusted.

Coordinate and participate in the loading of all orders for customer pickup or delivery via common carrier, our truck and responsible for all paperwork.

Report out-of-stock items to purchasing for possible substitutions.

Coordinate and participate in cycle counts as required or scheduled. Analyzing variances and review the processes in place that may be contributing to the variances.

Communicate with purchasing to coordinate and manage the transfer process for assigned branch facility.

Ensure orientation of warehouse staff in the training and safe operation of forklifts and other equipment in addition the safe and proper handling of Hazardous Materials.

Maintenance and repair of all Carlin equipment and facilities to ensure a safe and prideful environment.

ADDITIONAL COMPANY OR PROFESSIONAL DUTIES

Represent CHS / PGP at Trade Shows and other industry events.

From time to time, complete other tasks assigned by management.

Offer a “can do” attitude to meet internal and external customer needs throughout the season.

Inform AR, Sales Coordinator, Assigned Outside Sales Rep or management of any information received regarding customers collection activities or creditworthiness.

Set-up and preparation of equipment, sprayers, spreaders, and injectors, etc. Monitor progress of customer's returned products.

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LIMITS ON AUTHORITY

All special quotes must be approved by President or Division Manager. Special terms of sale or payment must be approved by Division Manager or President prior to presentation to the customer.

Negotiating special pricing, terms, or other conditions of a sale to assigned accounts is allowed. However, all information must be sent to Purchasing to place the purchase order with established vendors and approved by Division Manager.

The sale of goods at prices, which would yield less than the pre-determined acceptable gross profit must be pre-approved by Division Manager or President

Maintenance repairs over \$500 must be approved by the Controller.

INTERACTIONS

This position reports to: Karl Schimmel-PGP Division Manager

Position reporting to this person: None at this time.

This position interacts with: Customers, Vendors, Division Manager, Milwaukee Warehouse Manager, Controller, Sales Coordinator

POSITION REQUIREMENTS

Education: High School Diploma, with a College Diploma preferred

Experience: Managerial experience required, sales, customer service along with logistics. Preference for sales experience and horticultural background.

Special Skills: Selling skills, customer relations, communication skills, organizational and self-motivation skills, math skills and proficient in the use of Microsoft Office – Outlook – Excel – Word, along with the ability to learn new software computer competence. Ability to operate varied types of warehouse equipment.

Other: Dress appropriately and always maintain a professional sales image. Must have a valid driver's license. Ability to lift 50lbs.

Work Schedule: You will be required to meet customer and company performance expectations.

Company Hours: 8am to 5pm Monday through Friday with a seasonal Saturday schedule. All employees are required to abide by the guidelines put set forth in the Employee Handbook.