



JOB OPPORTUNITY

Direct Sales Team Captain

Location: Starkville
Direct Report To: South Direct Sales Supervisor

Job Summary:

Supervise and coordinate the daily activities of sales representatives engaged in promoting and selling our product

Job Responsibilities:

- Maintain a high standard of customer service
- In tandem with the Direct Sales Recruitment Specialist, ensure the DSR team meets staffing requirements
- Maintain communication with Sales management
- Coach and monitor team members using training evaluation worksheets and tracking software. Coaching schedule may be set by Sales Manager
- Answer DSR team member calls and questions
- Help resolve DSR team member customer issues with Sales Admin and/or dispatch to maximize DSR productivity
- Supervise and coordinate the daily activities of sales representatives engaged in promoting and selling our product
- Collect and maintain records of customer sales forms and cash collection forms
- Responsible for assuring DSR team follows proper cash collection procedure
- Assist in developing and implementing a sales strategy for the market that ensures attainment of company sales goals and profitability
- Responsible for the performance and development of the sales team
- Assist in the development and implementation of marketing plans, as needed
- Conduct one-on-one reviews with all Direct Sales Representatives to build effective communication, understand training and development needs, and to provide insight towards the improvement of Direct Sales Representative sales activity performance
- Provide timely feedback to sales management regarding team performance
- Assist in finding ways to control expenses
- Adhere to all company policies, procedures and business ethics codes and ensures that these are communicated and implemented within the team
- Delegate authority and responsibility with accountability and follow-up
- Conduct daily meetings and training
- Ensure all nightly reports are completed and sent in a timely manner
- Ensure DSR team timesheets are completed and sent in timely manner
- Maintain communication with DSR Recruitment Specialist regarding recruitment and training needs.

Job Qualifications:

- High school degree or equivalent.
- Excellent communication skills - passionate when you speak on the phone, in meetings with sales reps and compelling when you write emails
- Devoted to reaching team & department goals - you have a sense of urgency
- At your best when you're working in a fast-paced environment and proud of the work you do
- Be flexible. This role is for someone who loves being part of a growing company, wants a challenge every day and sees new tasks as a learning opportunity
- Must be willing to travel
- Experience in door to door sales is preferred
- Must exhibit excellent leadership skills and ability to make decisions in the best interest of the company

An Equal Opportunity Employer