
Job Description

Job Title: Residential Sales Consultant

Department: Household Goods Sales

Reports To: General Manager

The Andrews Sales Mission: To create a sustained pipeline of profitable business that benefits Andrews and the Sales Representative

Job Summary: This position is responsible for the development of Local, Intrastate, Interstate and International household goods transportation business, with a focus on the Greater Cleveland market.

Compensation Plan: Commission

Description of Job Tasks	Percentage of Job
1. Develop New Business	80%
<ul style="list-style-type: none">➤ Utilize Quotes to Go program and Calendar tool to price all relocations and determine and manage daily sales activities➤ Qualify potential customers and identify the decision maker➤ Perform in-home survey walkthroughs utilizing required hardware, software and sales collateral➤ Follow up on all opportunities to increase closing and update lead tracking to measure closing ratio➤ Consult with transferee to determine service needs and offer options to fit their needs➤ Provide at least one estimate for every opportunity that follows Andrews and United Van Lines approved pricing and scheduling requirements➤ Meet or exceed activity-based (networking, cold calling, etc) goals and sales objectives➤ Develop and deliver presentations to prospects/transferees and market the complete range of Residential relocation services offered by Andrews and United Van Lines➤ Demonstrate complete, clear and precise communications with the transferee, Customer Service and Operations Departments which results in professional service delivery and customer satisfaction➤ Accurately survey a shipment with a completed table of measurements and provide clear special instructions to the	

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Customer Service Department

- Sell business that follows established pricing, service and credit guidelines established by Andrews and/or United Van Lines

2. Networking/Strategic Relationship Development 15%

- Develop and participate in a local lead "networking" group which consists of Real Estate, Corporate Housing, Banking and Temporary housing representatives, etc
- Be active in local civic clubs and organizations which provide positive exposure to the company
- Meet or exceed activity goals for networking relationships

3. Origin Surveys

- Accurately survey a shipment with a completed table of measurements and provide clear special instructions to the O/A Coordinator
- Assist with marketing efforts as requested
- Understand survey requirements for the particular booking agent or corporate relocation policy

4. General Responsibilities/Industry Knowledge 5%

- Utilize Quotes to Go to manage daily sales activity
- Create reports and complete tasks for management as requested and within agreed upon time frames
- Resolve billing questions with Revenue Accounting as needed
- Submit monthly expense report on time
- Provide input on the development of a T&E budget
- Entertain clients and prospects on an as-needed basis
- Operate within established sales budgets and expense guidelines
- Stay current with Andrews policies and procedures
- Stay current with UniGroup Inc. policies and procedures as well as new service and product offerings

Total: 100%

Note: Evening and weekend appointments will be required periodically.

Education / Experience

1. Four-year undergraduate degree
2. Previous, proven successful business to business or business to consumer sales experience is required
3. Previous industry experience is preferred but not required
4. The following certifications are preferred:
 - a. CMC (Certified Moving Consultant)

Required Skills and Attributes

1. Exhibits the highest level of integrity
2. Is committed to self improvement
3. Sees problems as opportunities to provide pro-active solutions
4. Demonstrates a desire to excel and is highly motivated
5. Professional demeanor and attire
6. Has excellent verbal and written communication
7. Has a sound and reasoned sales approach and the ability to "close" a service
8. Is an effective negotiator and can "ask for the business"
9. Is well organized, detail-oriented and can prioritize workload
10. Is competitive and goal-oriented as well as humble yet confident
11. Takes rejection and constructive criticism well and is strong on accountability
12. Has the ability to work independently or as part of a team
13. Ability to capture the customers confidence
14. Knowledge of the relocation process and the general flow of a relocation.
15. Able to work in multiple computer applications (MS Office Suite, Mover's Suite, Quotes to Go, CRM, etc.)

This job description is intended to be a general outline of the tasks, responsibilities, skills, and attributes required for this position.