



**Location for this position:**

*Johnson Plastics Plus*  
8130 W. Reno  
Oklahoma City, OK 73137  
[www.johnsonplastics.com](http://www.johnsonplastics.com)

**Title:** JPP Sales Account Representative

**Reports To:** JPP Sales Manager

**Primary Purpose:** Work closely with new and assigned customers in order to achieve/exceed company sales and margin goals and objectives. Engage with customers to understand their needs and present opportunities that meet objectives. Develop and build relationships within the industry that will nurture current and future sales growth.

**Expected Attributes:**

- Positive "Customer First" attitude with a high level of accountability, personal drive, ambition, integrity
- Passion for using effective sales and marketing techniques on the telephone; Motivated by results, able to professionally handle rejection on the telephone, and stay motivated for the next opportunity
- Strong interpersonal and verbal/written communication skills with the ability to work effectively with a wide range of internal and external customers.
- Effective planning, organization, and project/time management skills
- Ability to set personal and professional goals, while demonstrating a strong work ethic; Works independently and proactively to uncover new markets/industries
- Team-oriented customer-centered spirit with a passion to learn in a fast-paced, goal/deadline-driven atmosphere
- Passion for continuous improvement in all aspects of the company's performance; Driven for results and measuring progress
- Balances issues emotionally and objectively; Inspires others and empathizes with other employee concerns. Must be able to positively receive and utilize feedback and coaching from management when it is provided.

**Qualifications:**

- Bachelor's degree in business or related field required; MBA is a plus
- At least 4 years of inside sales or telephone marketing experience with a proven history of growing sales, preferably within an industrial or consumer goods distribution organization.
- Solid telephone sales skills with the drive/persistence to find potential customers and inspire them with information about our products or services. Personal drive for positive results.
- Ability to learn new products and services quickly.
- Previous experience working with ERP systems for evaluating sales data; CRM software for database management
- Efficient with Microsoft Office software (Word, Excel, PowerPoint)

- Travel requirement: approximately 30%. This can fluctuate, but is necessary for industry trade shows, events, and inter-company visits. May include weekends.

### **Primary Duties and Responsibilities:**

- Provide an outstanding customer experience with a strong focus on service and support.
- Develop and grow relationships with key designated accounts to achieve or exceed sales revenue and margin goals and objectives.
- Ensure that the customer's expectations are clearly understood and all information relevant to an order is transferred properly and efficiently within set processes and systems. Follow-up regularly and professionally to ensure that the customer's needs are satisfied. Interact with current customer base regarding:
  - Timely follow with customers and prospects from tradeshow, showcases or other events
  - Introductions to new products, current specials or programs (freight, Points Plus, etc)
  - Inform them about upcoming technology showcases or open houses – get attendance commitment
  - Introduce and discuss new technologies (printing, heat transfer, sublimation).  
Transfer lead to appropriate sales resource for follow-up.
- Ask questions about a customer's business to gain information for current or future use. Update the system with relevant information. (What equipment do they use currently? Do they focus on signage, gifts and personalization, and/or awards? What other products are they buying from another source? What obstacles do they face and what solutions can we bring to them? What are their future goals? etc.)
- Make at least the required number of outbound telephone calls and/or send email messages to business leads or inactive/prospective customers each day.
- Quickly qualify a potential customer (or not) as it relates to sales potential. Enter information in database completely with information valuable for future reference.
- Communicate needs and service issues with company personnel for resolution.
- Work closely with Marketing Department to develop effective sales tools. Offer assistance/guidance as needed.
- Attend industry events and tradeshow or conferences to build awareness, prospects and opportunities for Rowmark. Assist with display design (as needed) and booth setup. Interact with visitors answering questions and promoting the company and its products/services.
- Provide reports to management on time as requested and required.
- Build and maintain strong, trusted relationships with customers, prospects, industry contacts and fellow employees.
- Track key metrics and outcomes to ensure repeatable success.
- Positively interface with cross functional groups throughout the company (Manufacturing, Scheduling, Accounting, etc.) to speed sales prospects through the selling cycle and provide prompt feedback regarding proposals and shipments to customers.
- Assist in the development of annual sales budget by providing detailed sales forecasts, along with pricing and growth strategies.
- Complete all other projects and tasks assigned by supervisor.



***We are passionate about making our customers look great!***

**Johnson Plastics Plus** is the leading supplier/distributor to the engraving and sign-making industry. As part of the Rowmark family of companies, JPP strives to provide world class products and service to our customers every day with eleven distributions points throughout the United States.

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Johnson Plastics Plus is an Equal Opportunity Employer that values our employees and offers a competitive pay and benefits package, an encouraging, supportive environment with training, professional development, recognition programs and career growth opportunities. Our benefits include profit-sharing, medical, dental, vision, 401(k), life insurance, flexible spending account options, short-term and long-term disability, vacation and paid company holidays.

We believe that people have always been and will continue to drive the success of our company. If this sounds like the opportunity for you, we invite you to submit your name for consideration.

Please send resume and salary requirements to: [kwinner@rowmark.com](mailto:kwinner@rowmark.com)