



Blend Supply

Account Executive / Outside Sales

Mentorship Program

SUMMARY:

The Account Executive / Outside Sales Mentorship program at Blend Supply is designed to give the right individual an opportunity to learn and fully understand all aspects of sales and the core business of Blend Supply. This is achieved by spending time in several roles within the sales department for an allotted period of time with the ultimate goal of graduating into an Account Executive / Outside Sales Role for Blend Supply.

The timeframe at each stage may be escalated or slowed depending on how the individual progresses at each stage. However, at any time, should the individual decide that they are more comfortable in one role vs another, they can withdraw their intent to move into the Account Executive/Outside Sales role and continue their employment at the any of the completed or current stages.

After successfully completing each stage, during the territory assignment process for the Outside Sales / Account Executive Role, a relocation may be required to fill the company's immediate personnel needs.

The training stages and general timeframes are as follows:

1. General onboarding (2-3 weeks)
2. Customer Service Representative (6-8 months)
3. Inside Sales Representative (6-8 months)

These timeframes may be adjusted based on the individual's performance. As this is a mentorship program, on an ongoing basis, you will receive mentoring and guidance that is designed to identify strengths and weaknesses to help you progress in your career and the program.

This mentorship on the job training will consist of Goal Setting, Time Management, Sales Aptitude Training (Cardone University Training), Product Education, Demonstrations, and more.

EXPERIENCE REQUIRED:

This mentorship program does not require any prior experience in sales. Though in our experience, some general sales experience or post high school higher education is always beneficial.



Stage 1: Orientation / General Onboarding

This stage will give you a well-rounded understanding of the different segments of the operational side of the business from production, to purchasing, to shipping and receiving. This time is well spent to understand all that it takes to service our customers the Blend Way. You will have time to sit with our HR Manager to complete your onboarding process.

Stage 2: Customer Service

This position has two main areas of responsibility. First responsibility is for processing customer orders, quotes, answering questions, and general customer service. Secondarily, this role will have responsibility for inside sales, including handling certain regional accounts, upselling opportunities and developing relationships with purchasers and/or shop managers. Achievement of these responsibilities are done by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Team Player – Wholeheartedly joins Customer Service Team through treating teammates with the utmost respect and assists each other in a way that builds a trust and meets the managed expectations of our clients.
- Excellence – Communicates with our customers with the highest esteem. Whether fulfilling orders, being a technical resource, or meeting their needs within a timely manner.
- Leveraging relationships for new business or line extensions.
- Understands the value of product knowledge and is viewed as an expert, trusted advisor by customers. Maintains up to date knowledge on all products. Understands features/benefits of product selection and seeks continuous opportunities to learn.
- Addresses complaints concerning billing, shipping or services rendered, referring complaints of service failures to designated departments for investigation.
- Adheres to, knows and supports Blend with AS9100 compliance, including but not limited to, upholding reasons and procedures for processes and behavior, using customer complaint log, logging non-conformance, spotting corrective actions needed, and more.
- Do the right thing at all times and taking ownership of the consequences of our collective actions.
- And other tasks and responsibilities as assigned by Supervisor.

Stage 3: Inside Sales / Customer Care and Acquisition

This position has two main areas of responsibility. First responsibility is for processing customer orders, answering questions, and general customer service. Secondarily, this role will have the following responsibilities including, but not limited to, outbound sales calls, setting appointments for AE OSRs, handling certain regional accounts, outbound cold calling, and building and developing relationships with purchasers and/or shop managers primarily over the phone and via email. Achievement of these responsibilities are done by performing the following.



ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Team Player – Wholeheartedly joins Inside Sales Service Team by treating teammates with the utmost respect and assists each other in a way that builds a trust and meets the managed expectations of our clients.
- Excellence – Communicates with our customers with the highest esteem. Whether fulfilling orders, being a technical resource, or meeting their needs within a timely manner.
- Outbound calling for prospecting, sales, lead generation and other sales activities.
- Leveraging relationships for new business or line extensions at existing as well as prospective accounts.
- Understands the value of product knowledge and is viewed as an expert, trusted advisor by customers. Maintains up to date knowledge on all products. Understands features/benefits of product selection and seeks continuous opportunities to learn.
- Builds and maintains great relationships with Blend Supply Account Executives and Manufacturer Reps in your assigned territory to work collaboratively in an effort to bring on new business that mutually benefits all parties involved.
- Addresses complaints concerning billing, shipping or services rendered, referring complaints of service failures to designated departments for investigation.
- Adheres to, knows and supports Blend with AS9100 compliance, including but not limited to, upholding reasons and procedures for processes and behavior, using customer complaint log, logging non-conformance, spotting corrective actions needed, and more.
- By having integrity, doing the right thing, and taking ownership of the consequences of our collective actions.
- And all other tasks and responsibilities as assigned by Supervisor.

ACCOUNTABILITY:

- Customer Service Excellence for self and team
- Inside Sales
- Team Player

SUPERVISORY RESPONSIBILITIES:

This job has no supervisory responsibilities.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

Intellectual

- Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.\
- Technical Skills - Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.



Interpersonal

- Customer Service - Manages difficult or emotional customer situations by relating; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- Interpersonal Skills - Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.
- Written Communication - Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.
- Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.
- Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.

Organization

- Business Acumen - Understands business implications of decisions; displays orientation to profitability; demonstrates knowledge of market and competition; aligns work with strategic goals.
- Safety and Security -All employees are responsible for observing safety and security procedures as applicable and reporting potentially unsafe conditions to management.

BUSINESS RELATED CONTACTS:

- Paint Shop Owners
- Purchasing Representatives
- Vendor Representatives
- Accounting Representatives

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE:

Education: High School or GED Equivalent Required



Preferred:

- Post High School graduate continuing education

Experience: No experience required.

Preferred:

- two to four years in work force
- customer service (industrial or automotive) with increasing roles of responsibility.
- coatings or aerospace products sales and/or customer service a plus.

LANGUAGE SKILLS:

Ability to read, analyze, and interpret the most documents. Ability to respond effectively to the most sensitive inquiries or complaints.

COMPUTER SKILLS:

To perform this job successfully, an individual should have knowledge of: Internet Software; Spreadsheet Software (Excel); Inventory and Order Processing System (Prophet 21); Word Processing Software (Word); Electronic Mail Software (Outlook); and (PowerPoint).

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to sit. The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl.

The employee must regularly lift and /or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move 50 pounds. Specific vision abilities required by this job include color vision and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to fumes or airborne particles and toxic or caustic chemicals.

The noise level in the work environment is usually moderate.

If interested, please send resume to - Careers@blendsupply.com