

Task Guide

Sales Department Roles & Responsibilities

Responsible: Vice President of Sales

Task Description:

To help make the sales department run effectively it is important that certain roles are established so employees become familiar with their jobs and the complex things they need to do. Review the roles with your department and ask for volunteers to work in the specific areas of need. If no volunteers step forward then assign the responsibilities based on who you feel will do the best job in that role. Each role should have a back up to do the job if the lead in that position is absent. Team members can take on more than one role if needed to support at times of high work volume.

Roles:

Inventory Control Associate: This position will be responsible for tracking and maintaining inventory of what is sold each month and needs to be purchased to make sure the company has products on hand to send out when people buy them. They will need to create a monthly inventory report that details what was sold, how it was sold, current product inventory still in stock and what and how many needs to be ordered from our manufacturer.

Sales Training Associate: This position will be responsible for developing sales training programs for the employees in the company. This includes how to do a sales pitch, how to approach a customer, filling out the order form and closing the sale.

Customer Service Associate: This position will be responsible check orders from walk up sales (trade shows and grand opening) for errors and the correction these errors, follow up invoicing of customers who have purchased from the company in person and Thank you letter follow up for on-line customers

General Sales Associate: This position will be responsible for creating monthly report that tracks the areas of commission on sales, shipping costs and sales taxes. This report will be sent to accounting for payment

Print this sheet and record the employees that will serve in the roles, (people can be used in no more than two roles.)

Department Role	Name of Employee (s)
Inventory Control	
Sales Training	
Customer Service	
General Sales	