

JOB DESCRIPTION

TITLE: Sales Representative

FUNCTION: Promotes the reputation, company name, products, goodwill and service of _____ Generates new accounts and maintains current accounts and business relationships.

HAS SUCH DUTIES AS:

1. Making routine sales calls.
2. Completing sales call reports in a timely fashion and submitting them to the appropriate supervisor.
3. Completing all expense and other requested reports in a timely manner and submitting them to the appropriate supervisor.
4. Conducting in services and meetings with referral sources.
5. Working with Customer Service to manage each sales account.

POSITION REQUIREMENTS:

1. Bachelors Degree or equivalent.
2. Previous sales experience, with a preference for a background in seating and positioning, power operated mobility devices and/or DME.
3. Previous management experience preferred.
4. Analytical skills required.

EMPLOYEE PERFORMANCE EVALUATION

Position: Sales Representative

Employee: _____ Date: _____

Rating Scale:

0 = Performance is unacceptable, immediate improvement required

1 = Performs as expected occasionally, needs reinforcement

2 = Performs as expected most of the time

3 = Performance is exemplary, exceeds expectations

Quality of Work: 0 1 2 3

- 1) Assigns jobs by priority and maintains a good work schedule for himself/herself.
- 2) Provides good account management for assigned facility and clients through sales calls, in services, etc.
- 3) Evaluates sales opportunities and develops plans of action on a consistent basis.
- 4) Produces accurate, timely reports on a weekly, monthly, quarterly and annual basis.
- 5) Monitors and supplies relevant information regarding operations on a consistent and as needed basis.

Supportive Documentation and Comments: _____ **Total Points:** _____

_____ **Average:** _____

Quantity of Work: 0 1 2 3

- 1) Completes all assigned work during scheduled shift.
- 2) Completes reports in the requested time frame.
- 3) Takes remedial action on any errors encountered in normal operations.
- 4) Prioritizes and organizes work on a daily basis.

Supportive Documentation and Comments: _____ **Total Points:** _____

_____ **Average:** _____

Knowledge of Job:

0 1 2 3

- 1) Demonstrates understanding of offered products and Organization processes.
- 2) Demonstrates awareness and understanding of job description and job responsibilities.
- 5) Attends staff meeting and provides input at the same.
- 6) Demonstrates understanding of collaborative work.

Supportive Documentation and Comments: _____ **Total Points:** _____

Average: _____

Judgment and Decision Making:

0 1 2 3

- 1) Consults with supervisor when unusual or urgent situations occur. Does not make impulsive decisions.
- 2) Insures that correct authorizations are obtained prior to initiating action.
- 3) Is able to make critical decisions if called upon to do so or if a situation necessitates such decisions to be made.

Supportive Documentation and Comments: _____ **Total Points:** _____

Average: _____

Reliability and Initiative:

0 1 2 3

- 1) Arrives on time at start of the work day.
- 2) Returns promptly from lunch/breaks.
- 3) Provides proper notification for scheduled absences.

- 4) Follows procedures for reporting tardiness.
- 5) Attends to personal affairs without letting them disrupt work schedule.
- 6) When requested, is willing to work additional hours.
- 7) Recognizes the needs for and performs additional, unassigned tasks.
- 8) Helps coworkers.
- 9) Maintains work area in an orderly manner.

Supportive Documentation and Comments: _____ **Total Points:** _____

_____ **Average:** _____

Safety and Infection Control

- 1) Is knowledgeable on infection control practices.
- 2) Demonstrates knowledge of safety policies and procedures.
- 3) Completely understands and can describe emergency/disaster procedures (e.g., what to do in the event of a disaster)

Supportive Documentation and Comments: _____ **Total Points:** _____

_____ **Average:** _____

Sales Evaluation

Date:		Evaluatee:			Evaluator:				
Quarter: 1 2 3 4		Evaluation Criteria			<- Rating - >				
Sales Ride-A-Long		1 = Retrain 2 = Below Expectations 3 = At Expected Level 4 = Above Expectations 5 = Outstanding							
1	Presents in a professional Manner	1	2	3	4	5			
2	Insurance Coverage Knowledge	1	2	3	4	5			
3	Product Knowledge of eval or installation equip.	1	2	3	4	5			
4	Ability to answer clients questions	1	2	3	4	5			
5	Ability to work with the Therapist / Family members	1	2	3	4	5			
6	Explains literature/instruction manual for products	1	2	3	4	5			
7	Good record keeping of delivery/evaluation	1	2	3	4	5			
8	Ability to communicate policies	1	2	3	4	5			
9	Ability to communicate Patient Rights	1	2	3	4	5			
10	Ability to set up equipment (demonstration or install)	1	2	3	4	5			
General									
11	Timeliness of paperwork	1	2	3	4	5			
12	Provides Therapist update of equipment status	1	2	3	4	5			
13	Professional appearance	1	2	3	4	5			
14	Time management skills	1	2	3	4	5			
15	Telephone etiquette	1	2	3	4	5			
16	Organizational skills	1	2	3	4	5			
17	Vehicle Maintenance	1	2	3	4	5			
18	Vehicle Appearance	1	2	3	4	5			
Demonstration of Equipment Knowledge									
19	Manual wheelchair - setup, delivery & maintenance	1	2	3	4	5			
20	Electric wheelchair - setup, delivery & maintenance	1	2	3	4	5			
21	Electric Beds - setup, delivery & maintenance	1	2	3	4	5			
22	Walkers - setup, delivery & maintenance	1	2	3	4	5			
Totals									
Grand Total									
Type of Sales Call: Delivery Evaluation In service									
Time Spent with Evaluatee: 1 2 3 4 5 6 7 8 hrs.									
Notes:									

PERFORMANCE EVALUATION SUMMARY SHEET

POSITION: _____

	QUALITY OF WORK	QUANTITY OF WORK	KNOWLEDGE OF JOB	JUDGMENT AND DECISION MAKING	RELIABILITY AND INITIATIVE	OVER ALL RATING
# OF POINTS						
# OF STANDARDS						
AVG.						

Developmental Goals & Training needs: _____

Employee Comments: _____

Supervisor Comments: _____

Supervisor Signature: _____ Date: _____

Employee Signature: _____ Date: _____