

SERRV International Job Posting Sales Manager

SERRV International is hiring a **Sales Manager** in **Madison, Wisconsin**.

This is a unique opportunity for an energetic sales professional to be part of a dynamic organization and mission. SERRV International is a non-profit dedicated to reducing poverty by selling handcrafts and foods made by artisans and farmers in impoverished parts of the world.

Reporting to the Director of Sales, the Sales Manager will develop partnerships and selling programs with our wholesale channel stores, actively growing sales with new and existing customers.

The ideal candidate will be a high-energy individual with an entrepreneurial spirit, a hands-on approach to building business opportunities, and a passion for growing our fair trade mission and impact.

RESPONSIBILITIES:

Oversee the maintenance and growth of SERRV's wholesale channel, and sales of our fair trade products through retailers in the U.S market.

Work with our Sales Director to create sales goals, forecasts and performance indicators for our B2B channel.

Maintain a high degree of customer satisfaction with current customers. Communicate regularly with key accounts to understand their needs and market trends.

Seek out new retail customers to sell our products, maintaining and growing a pipeline of prospects and regularly converting new customers.

Work with our retail store management team to increase sales and test new retail promotions and displays.

Utilize sales data to monitor, manage and develop sales. Prepare and submit regular sales reports and updates, helping analyze customer satisfaction and KPIs

Respond to all customer inquiries with courtesy, accuracy and professionalism.

Work closely with the sales department to monitor competitive activity, identify opportunities to increase sales of our products in all channels, and ensure department goals are achieved together.

Work cooperatively with other internal departments to assist customers or complete project work.

Attend trade shows and sales events to meet sales goals and build awareness of SERRV.

REQUIREMENTS

5+ years sales experience in a customer-facing role, with account management responsibilities.

Results driven, with a strong desire to achieve sales objectives and turn prospects into customers

Proven ability to build relationships and put the customer at the forefront of strategies and plans. Ability to assess customer needs and present solutions in a professional, persuasive way

Comfort with leading a team or project; ability to motivate colleagues and teams to work towards shared sales targets and strategies

Strong aptitude for decision-making and problem-solving based on data, analysis and intuition, taking action on decisions quickly and effectively.

Proven track record setting, meeting and exceeding sales goals, and providing an exceptional customer experience

Experience and success with lead generation, cold calling and cultivating customer relationships

Well-organized, able to multi-task and manage time effectively

Working knowledge of Microsoft Office, including Word, Excel and PowerPoint, and a general understanding of POS systems.

Ability to travel 3-4 times per year.

Post-secondary degree in business administration or retail management a plus

Ability to carry out responsibilities in a fair and ethical manner, in keeping with our mission and values

SERRV's compensation package includes generous healthcare, dental and retirement programs, vacation and sick leave, employee product discounts and a casual work environment.

TO APPLY: Email a letter of application and your resume to apply@serrv.org. No phone calls, please.