



JOB DESCRIPTION

Job Title: Customer Sales Representative		Job Reporting: Customer Pod Manager	
Salary Level:	Base Plus Commission	Prepared By:	Director, Business Development
Department:	Customer Sales	Date Prepared:	May 30, 2008

I. ABOUT OUR COMPANY

- Backhaul Direct is leading the logistics market into the future. Based in Indianapolis with an office in Denver, we strive to provide the highest quality of integrated transportation, distribution, and logistics services to our customers.
- Backhaul Direct is an emerging leader in the transportation industry with core values of honesty, integrity, and dedication to our carriers and customers.
- Backhaul Direct is committed to technology and innovation as we continue to make significant investments as a process to ensure our clients that we are committed to understanding and guiding the logistics markets of the future.

II. OVERALL JOB PURPOSE

- The responsibility of the Customer Sales Representative is to build, develop, and manage relationships to customers interested in freight management services. The successful candidate will utilize specific sales tools and skills, provided my management through training, in order to exceed benchmarks and metrics provided by the management team.

III. ESSENTIAL JOB DUTIES AND RESPONSIBILITIES

- Build, develop, and sell new customer relationships
- Manage and maintain existing customer relationships
- Warm calls to potential customer leads

- **Exceed required outbound phone call benchmarks through dedicated persistence**
- **Maintain high sales margin percentages to achieve organizational financial objectives**
- **Provide written and oral reports on an as-needed basis**
- **Must maintain a positive attitude and ability to communicate with customers and staff**

IV. ESSENTIAL JOB QUALIFICATIONS

- **Bachelor's degree highly desired**
- **Minimum two years experience in customer sales role**
- **Excellent attention to detail and organizational skills are a must**
- **Excellent time management skills with ability to continually multi-task**
- **Proven success in managing relationships with business partners**
- **Ability to function successfully and contribute in a team environment**
- **Ability to work independently and remain on-task**
- **Exceptional verbal communication skills**
- **Demonstrated problem solving, customer service, and decision-making abilities**
- **High energy level and ability to thrive in a fast paced environment**

V. PHYSICAL DEMANDS / WORK ENVIRONMENT

- **Ability to sit in a chair and work on a computer for eight+ hours each day**