

## NO RTEC JOB SPECIFIC SKILLS COMPETENCY

### SALES MANAGER (any industry)

DOT: 163.167-018 SVP 8

**Job Description:** Plans, organizes, and directs sales activities of establishment. *Physical Demands* - Sedentary/light lifting, carrying, or moving (up to 20 lbs); *General Education Development* - R5 M3 L5; *Aptitudes*- Above average General Learning Ability, Verbal and Numerical - Average Spatial, Form Perception, and Clerical Perception. Note: Position may require BA degree in business administration with emphasis on marketing.

### CORE SKILL COMPETENCIES / INDICATORS:

1. Can demonstrate familiarity with basic principles in the area of Administration and Management; Clerical; Economics and Accounting; Sales and Marketing; Customer and Personal Service; Personnel and Human Resources. (R, IN, S)
2. Can demonstrate ability to coordinate sales distribution of company by assigning sales territories, quotas, and goals to sales personnel. (R, IN, I, S)
3. Can demonstrate ability to plan and direct staff training programs, and perform staff evaluations to develop performance goals. (R, IN, I, S)
4. Can demonstrate thorough understanding of company policies and operating procedures, and can advise dealers and distributors of same to ensure functional effectiveness of business. (IN, I, S)
5. Can demonstrate proper techniques used to analyze marketing potential of new and/or existing business location(s), sales statistics, and expenditures, for the purposes of formulating company policies and directives. (IN, S)
6. Can demonstrate ability to review market analyses, sales statistics, and other operational records and reports to determine customer preferences, project sales potential and inventory requirements, and assist dealers in promotion of sales. (IN, S)
7. Can demonstrate ability to direct simplification and standardization to eliminate unprofitable items from sales line. (IN, S)
8. Can demonstrate ability to analyze and control expenditures of division to conform to budgetary requirements. (R, IN, S)
9. Can demonstrate ability to prepare sales reports showing sales volume and potential sales. (R, IN, S)
10. Can demonstrate familiarity with value of company merchandise, and can appropriately price products according to price schedules and discount rates. (R, IN, S)
11. Can demonstrate ability to develop or assist in the development of price lists, promotional materials, advertising programs/services, sales campaigns, and commission/salary schedules. (R, IN, I, S)
12. Can demonstrate knowledge of relevant tariffs, licenses, and restrictions, as regards foreign sales and services. (IN, S)
13. Can demonstrate ability to develop or assist in the development of company manuals and technical publications. (R, IN, I, S, T)
14. Can demonstrate ability to appropriately recommend or approve budget, expenditures and appropriations for product research and development, and can direct research and development work. (R, IN, I, S, T)
15. Can demonstrate ability to direct, coordinate, and review activities in sales and service accounting and record keeping. (R, IN, I, S)
16. Can demonstrate ability to direct, coordinate and review activities in receiving and shipping operations. (R, IN, I, S)

17. **Can demonstrate ability to direct, coordinate and review activities of clerical staff, such as the proper maintenance of correspondence and credit collections, etc. (R, IN, I, S)**
18. **Can demonstrate ability to use computers for word processing, to coordinate data and resources, and to store and retrieve information. (IN, S, T)**
19. **Can demonstrate ability to apply knowledge of general accounting terms/forms/records. (R, IN,S)**
20. **Can demonstrate ability to use, by touch, 10-key calculator/adding machine. (T)**
21. **Can demonstrate ability to maintain cash receipts and disbursement journals. (R, IN, S)**
22. **Can demonstrate ability to appropriately compute, type and mail monthly statements to customers. (IN, S)**
23. **Can demonstrate ability to correctly verify and enter sales slips, invoices, checks and post to journals/ledgers. (R, IN, S)**
24. **Can demonstrate ability to resolve customer complaints regarding sales and service. (IN, I, S)**
25. **Can demonstrate understanding of and ensure compliance with, government regulations, safety codes, and ordinances pertaining to business operations. (IN, S)**
26. **Can demonstrate ability to communicate persuasively, both orally and in writing. (IN, I)**
27. **Can demonstrate ability to work under stress to meet schedule deadlines. (R, I)**
28. **Can demonstrate ability to deal with people beyond giving and receiving instructions. (I)**
29. **Can demonstrate ability to perform a variety of tasks, changing from one task to another of a different nature without loss of efficiency or composure. (R, IN, I, S, T)**