



Job Description: Sales Manager

Classification: Exempt – Sales Exemption

Reports to: Vice President, Sales or Sr Vice President, Commercial

Hours: 8:00 a.m. – 5:00 p.m.

ICL is a World Class Trans-Atlantic container shipping line with an integrated logistics network offering the most reliable delivery and customer-focused solutions.

Job Summary: Responsible for managing assigned sales budget by pursuing and securing business in line with ICL's objectives.

Essential Duties & Responsibilities:

1. Manages assigned territory by reaching or exceeding budget plan by growing business with existing ICL customer base and pursuing and securing new business within the Transatlantic market.
2. Develops relationships with customers that help to uncover customer needs, requirements and pain points and suggest personalized ICL solutions that help meet their needs and solve their challenges.
3. Develops full understanding of all ICL service offerings to be able to offer a differentiated logistics solution for customers' needs that add value to their business and integrate ICL further into their supply chain.
4. Builds understanding of competitive landscape and industry trends by attending industry events, studying sales statistics, researching competitor websites to learn their service offerings, reading industry articles about the market, competitors, pricing and capacity trends, keeping up with new regulatory requirements that may impact our customers. Collects information from customer meetings regarding competitors' performance.
5. Replies promptly to all sales leads and develops a push/pull relationship with European colleagues.
6. Prepares and communicates weekly sales calls to sales management.
7. Submits annual forecast and maintains quarterly forecast review of territory.
8. Keeps Customer Resource Management tool (Salesforce.com) updated with all appropriate contact information for customers, leads, opportunities, and important meeting notes on a weekly basis.
9. Develops customer value propositions for all appropriate business opportunities.
10. Responsibilities and tasks outlined in this document are not exhaustive and may change as determined by the needs of the company.

Requirements:

1. **College degree or equivalent work experience.**
2. **Communication.** Communicates effectively and appropriately. Speaks/writes in a clear and credible manner, and actively listens to others. Uses good judgment as to what to communicate to whom as well as the best way to get that accomplished. Cold calls, pursues new business, and negotiates rate quotes with customers. Presents clear customer data, reports, and any other information.

3. **Sales.** Proven sales background and success. Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems. Strong commercial focus.
4. **Computer/Software knowledge.** Ability to gain a working knowledge of systems provided by ICL in a defined time period (Compass and Salesforce). Proficient in Microsoft Office.
5. **Customer service.** Must understand ICL's business to explain in detail to customers ICL's shipping services. Ability to pursue business, create rapport, empathize with prospects and customers in person & over the phone. Keeps prospects engaged. Proficiency in active listening and ability to ask follow-up questions.
6. **Decision-making.** Makes informed decisions based on guidance from management and corporate culture. Must also have the foresight to seek guidance when necessary. Understands ICL's revenue guidelines and customer's needs to offer rates that satisfy both parties.
7. **Problem-solving.** Ability to identify prospect's business needs and resolve any issues concerning customers' cargo shipments and provide solutions. Follows up regarding any problematic situation.
8. **Negotiation.** Ability to understand and to negotiate contracts, understanding the benefits and risks of various contractual arrangements.
9. **Industry knowledge including applicable laws and regulations.**
10. **Positive attitude.**
11. **Must possess a valid driver's license, clean driving record, and passport for limited international travel as required.**
12. **Ability to work well independently and in a team environment.**
13. **Authorized to work in the United States.**
14. **Ability to handle stress appropriately and interact well with others.**
15. **Must be eligible to obtain TWIC card.**

Work Environment:

This position requires regular travel to customers' sites, including prolonged sitting. Other tasks related to preparing for sales calls require sedentary period for computer input and document review. While performing the duties of this job, the employee is regularly required to talk and listen. The worker is required to have close visual acuity to perform an activity such as preparing and analyzing data and figures, transcribing, extensive, reading, and operating a motor vehicle.

ICL is an Equal Opportunity Employer. More company information can be found at www.icl-ltd.com