



Sales Representative Job Description

Sales Representatives serve as the initial contact for potential clients with a variety of financial needs. You will help assess and identify the appropriate services in which The Gamblin Group offers by listening and understanding their concerns and financial situation. Our work primarily focuses on resolving tax account matters and maintaining tax compliance for new and existing clients who have previously had tax debt collection issues. The position will require strong knowledge of The Gamblin Group's tax relief services and a high level of motivation to meet or exceed goals.

Our Sales Representatives are compensated based on performance; we offer 3 compensation structures as well as participation in the Firm's Bonus & Incentives Program. Sales Representatives have uncapped earning potential along with increasing internal career growth opportunity.

General Responsibilities:

- Reaching out to prospective clients using a variety of communication methods, including cold calling, text messaging, direct mail, email and social media.
- Maintain social media presence by making regular posts to all platforms.
- Regularly mail marketing letters to potential clients.
- Responding to inbound calls from potential clients.
- Conduct prospect interviews to determine service recommendations.
- Utilizing sales strategies and techniques to secure prospective client onboarding.
- Gaining mastery of the firm's software applications to record prospect and client case notes and status accurately and efficiently.
- Achieve agreed upon sales targets and outcomes within schedule.
- Develop novel marketing campaigns and follow-up strategies to increase conversion rate.
- Implementing key strategies to drive growth as well as demonstrating exemplary client service standards and a high level of energy to exceed goals.
- Maintain firm ScoreCard by recording prospect pipeline and conversion ratios.
- Attend weekly office meeting to discuss marketing results and previewing the week's activities.

Office Duties & Responsibilities:

- Always remain courteous and eager to please when dealing with potential and existing clients
- Create lists of prospects upon direction and create necessary activities for engagement.
- Ensure accuracy and completeness of all documents before submitting. Responsible for contacting client for additional requirements as necessary.
- Follow all compliance requirements as outlined by Firm.
- Must be able to draft letters to prospects and clients for marketing purposes.
- Maintain confidentiality of client data by regularly destroying sensitive documents and verifying identification before disclosing account information.
- Required to maintain updated forms, documents and literature which include but not limited to government forms, vendor applications/forms as well as internal office forms and other documents.

Other Duties & Responsibilities:

- Must attend all required training and conferences which may require travel.
 - Must dress professionally at all times and maintain a neat and groomed appearance in accordance with office dress code.
 - Must participate in regular performance reviews.
 - Maintaining awareness of company policies and procedures, federal / state laws and providing guidance to other team members to ensure compliance.
 - Must accurately record all time clock entries. Intentional abuse of time will not be tolerated and any infraction will lead to disciplinary action which may include written warning leading up to termination.
- Personal Use of Office Equipment and Resources will not be allowed without prior permission. The use of games and other leisure activities including reading personal interest literature either through books, computer, personal electronic devices, such as telephone, laptop, tablets etc. will not be tolerated under any circumstances. Use of office resources and personal interest materials will result in disciplinary action. Continued violations may result in termination without prior written notice.

Requirements

- High School Diploma or GED.
- Ability to exercise good judgment and discretion to facilitate good business decisions.
- Strong product knowledge and drive for results.
- Ability to multi-task.
- Strong time management skills.
- Sense of urgency in meeting or exceeding prospect conversion goals.
- Exceptional communication with team member and clients.
- High level of energy to deliver strong results.
- Effectively communicate technical information to clients.
- Must be organized and detail oriented and expected to maintain an orderly and neat workspace at all times.
- Must possess excellent Client Service skills.
- Proficient use of Windows OS and Microsoft Suite applications including, Word, Excel, PowerPoint, Outlook & Access.

This job description including job requirements may be modified at any time, given notice within **15 days** of expected change in requirements.