

Sales and Account Manager

Denver Metro Area and Western USA Region

Reporting to the executive team and co-founders, the Specialty Sales Representative develops, manages and coordinates new business, building strong training and support relationships, while ensuring alignment with Huckleberry's broader business goals. Huckleberry's customer base is diverse, including but not limited to, white tablecloth restaurants, cafes, hotels, bakeries, specialty grocery, foodservice operators and colleges. This position will have a focus on food service sales channels with multiple locations.

Essential Functions & Expectations

- Target and secure business to aid team in achieving sales and profit targets. The expectation is to bring on a minimum of 4 to 6 new customers per month, each of whom need to place a minimum order of 20 pounds per week.
- Make sales calls on prospective accounts to present Huckleberry's wholesale coffee & tea program and secure new business. The expectation is to prospect and generate 10 – 15 viable (20 plus pounds/week) leads per week.
- Manage new business, provide customer support, ensure quality and training needs are met by utilizing account management, training and roasting team.
- Work with the account management and training team to manage new business relationships by implementing and utilizing a customer relationship management (CRM) program. This involves updating contact info, notes and any additional relevant information.
- Provide support to new and existing customer base as needed, through training and other activities such as consultation. This may include participating in events after business hours.
- Maintain account files including information on equipment, ordering patterns, contact person(s), pricing, and profitability objectives.
- Provide support and work with roasting and customer service team members to ensure efficient fulfillment of orders.
- Ensure on-going communication about account activity.
- Maintain training and ordering tools and product information sheets.
- Attend and participate in the weekly sales meeting. This time is set aside to review the wholesale report, activity report (pending trainings and installs) for upcoming week and future scheduling. Monday meetings are also set aside to meet with the roasting team to cup new and existing coffee offerings.
- Other responsibilities as assigned by the executive team.

Essential Requirements

- Three to five year's related outside sales experience.
- Consultative sales skills.
- Specialty coffee and tea experience.
- Superb customer service skills.
- Excellent written and oral communication skills.
- Strong initiative, motivation and self-management skills.
- Strong Word and Excel computer skills.
- Dedicate a time commitment of 40 plus hours minimum per week.
- Ability to travel in state.
- Ability to communicate clearly, directly, succinctly and honestly in all business related communications.

Salary commensurate with experience.