



418 E Lakeside Ave Suite 08  
Coeur d'Alene, ID 83814  
1-208-665-1353

## Sales Representative Job Description

xCraft is the fastest growing drone manufacturer in the Northwest. Our mission is to develop powerful flying machines that change the world. A Sales Representative must be a rock star employee that is responsible to actively seek out and engage customer prospects. This position will provide complete and appropriate solutions for every customer in order to boost top-line revenue growth, customer acquisition levels and profitability. This position works as part of a sales team to accomplish this goal, and reports to the Sales Manager.

### Primary Tasks:

- Present, promote and sell products/services using solid arguments to existing and prospective customers
- Perform cost-benefit and needs analysis of existing/potential customers to meet their needs
- Establish, develop and maintain positive business and customer relationships
- Reach out to customer leads through cold calling
- Expedite the resolution of customer problems and complaints to maximize satisfaction
- Achieve agreed upon sales targets and outcomes within schedule
- Coordinate sales effort with team members and other departments
- Analyze the territory/market's potential, track sales and status reports
- Supply management with reports on customer needs, problems, interests, competitive activities, and potential for new products and services.
- Keep abreast of best practices and promotional trends
- Continuously improve through feedback
- Moderate amount of travel is expected
- Fly UAVs for customer demos, and/or be willing to assist other pilots during demos

### Must possess the following skills:

- Previous UAV/UAS business development & sales experience
- Familiarity with UAV commercial applications- i.e. Agriculture, Mapping, Surveying, Power & Utility, Law Enforcement, First Response, Mining, Oil and Gas, etc.
- Working knowledge of basic UAV concepts with ability to gain full understanding of xCraft's current UAV capabilities.
- Strong UAV piloting skills
- Ability to develop a systematic sales approach using a CRM platform
- Excellent communicator with proven customer service and people management skills
- Willingness to travel and represent xCraft at trade show, demo, and training events.
- Strong written and verbal communication skills
- Leadership in post purchase, product support efforts
- Demonstrated ability to organize/ prioritize work, multi-task, manage time, and effectively communicate
- Strong work ethic and team player
- Highly motivated and target driven with a proven track record in sales
- Excellent selling, communication and negotiation skills
- Prioritizing, time management and organizational skills
- Ability to create and deliver presentations tailored to the audience needs
- Relationship management skills and openness to feedback

**Must be competent using the following software:**

- Microsoft Office
- Google Drive
- Google Docs/Sheets/Forms
- Slack – For team communication/instant messaging
- Wunderlist – for task lists/sharing/tracking
- Asana – for setting and tracking schedules and remote team coordination
- HubSpot for CRM tracking

**Common Tasks:**

All xCrafters take part in common tasks. We are all expected to keep our work area and common areas clean and functional. If you notice something needs to be done, do it! ☺

- Office cleanup – sweeping, dusting, general organizing, taking out trash, vacuuming, etc.
- Kitchen patrol – washing dishes, making coffee, refrigerator cleaning, counter cleanup, etc.
- Answering phones
- Shipping/Receiving – packing, creating shipping labels, taking packages to post office, etc.
- General labor as needed
- Performs other duties as assigned

**Acceptable Experience and Training:**

- Aerospace- related education / experience
- Drone service/maintenance/repair experience
- Two (2) years' experience selling in the technology industry preferably in the UAV market
- An equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered.
- Part 107 Pilot License a plus