



We are looking for a Sales Associate

The **American Baptist Home Mission Societies** (ABHMS) is a historic national nonprofit agency serving the needs of American Baptists across the United States and Puerto Rico. Owned and operated by ABHMS, Judson Press is a publishing ministry with nearly 200 years of service. The Judson Press backlist includes over 300 book titles plus other products such as *Journeys* adult curriculum and the daily devotional periodical *The Secret Place*.

Why does ABHMS need a Sales Associate?

The American Baptist Home Mission Societies (ABHMS) seeks a SALES ASSOCIATE to join our team to connect with customers, vendors and constituents to sell our various products, events and services. Daily responsibilities range from order entry, answering phones, vendor relations and making sales calls. This position is full-time and is based at the Leadership and Mission Building, 1075 First Avenue, King of Prussia, PA. The successful candidate will be able to commute to the office on a daily basis.

Sales Associate Responsibilities and Duties

The Sales Associate is a highly motivated and customer-focused professional who can effectively move from one activity to another having a working knowledge of customer service business systems. Essentially, the Sales Associate consistently and effectively sells and promotes ABHMS and Judson Press products, events and services.

The Sales Associate uses their knowledge of ABHMS and Judson Press products, events and services to connect with customers, vendors and constituents to generate sales. The Sales Associate, with guidance from Judson Press and ABHMS Marketing professionals (and other key ABHMS staff) develops sales pitches for products, events and services. Such information is used to respond to/make calls to existing customers and constituents (such as those who attended ABHMS events).

Key responsibilities and duties include:

- Continual discovery of ABHMS and Judson Press products, events and services
- Collaborate with ABHMS Marketing to identify prospective customers
- Contact new and existing customers to sell ABHMS and Judson Press products, events and services
- Communicate and emphasize key benefits and features of the products, events and services to increase sales
- Address customer issues and/or direct to appropriate ABHMS staff for resolution
- Answer questions about the products, events and services of ABHMS and Judson Press
- Collaborate with colleagues across ABHMS in order to be familiar with products, events and services of the organization
- Maintain contact lists and follow up with customers to continue relationships
- Other key and relevant duties as assigned

Sales Associate Knowledge, Skills & Abilities Requirements

The ideal candidate will be committed to ABHMS' mission and values and be able to thrive in a diverse and multicultural work environment. To perform this job successfully, an individual

must be able to perform each essential duty. This position requires a high degree of attention to detail and accuracy, customer service experience and effective communication, as well as strong interpersonal skills.

Some additional requirements include:

- Familiarity with ABHMS mission and vision
- Familiarity with ABHMS products and events
- Familiarity with Judson Press books and products
- Exemplary customer service skills and experience
- Strong communications skills (oral and written)
- Experience working with diverse people groups (race, ethnicity, age, etc.) via telephone
- Proficiency with Microsoft Office Suite software (Outlook, Word, Excel, PowerPoint)
- Ability to learn new technologies and software
- Experience working in an intergenerational setting a plus
- High School diploma required, some college a plus
- Spanish is a plus

What are the daily duties of the Sales Associate?

On a typical day, the Sales Associate starts by checking email, voicemail and the online order system to check for orders/questions in order to address these in a timely fashion. The Sales Associate may have a previously-scheduled sales and marketing team meeting to review upcoming products or events, as well as to learn about potential future marketing campaigns. The Sales Associate prepares relevant reports on sales for specific products or events for the Publisher, Marketing team and/or Finance team. While each may differ, the majority of the day is spent on the telephone with live customers placing orders as well as 'up-selling' key products and events.

What qualities make a great Sales Associate?

ABHMS' ideal Sales Associate is committed to the overall mission and vision of the organization. An effective Sales Associate is also an enthusiastic self-motivated individual with a strong desire to learn and expand their expertise. This motivates them to ask questions, learn new skills and meet (if not exceed) their sales goals. The successful Sales Associate learns and discovers ABHMS' products, events and services in order to be an effective salesperson for the customers and constituents. Having a fuller and broader understanding of the organization's brand, products, and services will enable the Sales Associate to increase sales targets. Having a strong customer service orientation, the Sales Associate is also a highly engaged and dedicated co-worker.

ABHMS is a great place to work! We offer an excellent compensation package: competitive salary and benefits (health insurance, paid time off and paid sick time, participation in a fully-vested 403b). ABHMS provides the support needed to continue to develop our staff's knowledge, skills and abilities along their chosen career path consistent with ABHMS' missional priorities and objectives. We offer a safe, professional work environment located at 1075 First Avenue in King of Prussia, PA.

To apply, send Cover Letter and Resume to Lmiraz@abhms.org