



The RevereGroup is a unique organization comprised of three divisions that encompass several parts of the specialty packaging industry. Our considerable in-house capabilities include over 4,000 stock packaging items that can ship within 24 hours as well as three eight-color flexographic printing presses, an in-house art department, and film converting equipment. In addition, we have packaging sources throughout the world that enables The RevereGroup to offer our customers additional possibilities for packaging solutions. The RevereGroup is truly a one-of-a-kind company serving all sizes of business throughout North America and the world.

Founded in 1938, The RevereGroup is in its third generation of family ownership and operation.

The RevereGroup has an opportunity for a **SALES AND CUSTOMER SERVICE TEAM MANAGER**.

The Key Responsibilities for this **SALES AND CUSTOMER SERVICE TEAM MANAGER** are to:

- Recruit, set sales objectives, and monitor remote national manufacturer representatives
- Directly manage performance of local outside sales, customer service, and sales support team
- Work closely with operations team to ensure customer satisfaction, including procurement, pre-production, production, and warehouse
- Work closely with Marketing Lead to ensure effective sales and marketing campaigns
- Improve current sales and customer service processes; employ Continuous Improvement Processes
- Perform various sales analyses on an ongoing basis
- Report key measures to General Manager
- Maximize the realization of profitable sales from identified sales leads
- Formulate sales tactics & strategies that identify sales opportunities and increase current customer business
- Provide value-added sales and customer service techniques with the goal of maximizing long term revenue through relationship building
- Attend trade shows

EDUCATION & EXPERIENCE REQUIRED:

At least 5 years sales/sales management experience and familiarity with customer relationship management (CRM).

- Management experience as a leader in a team environment
- Documentation management experience – quotes, orders, contracts, correspondence, reports
- A proven successful sales track record
- Conflict resolution experience
- Must have a BA degree or higher
- Industry experience within packaging and/or flexographic printing is a plus

KEY SKILL-SET REQUIRED:

- Excellent interpersonal communication, coaching, and presentation skills
- Ability to quickly develop in-depth product knowledge
- Proven statistical analysis (forecasting) skills – customer analysis, product analysis, pricing analysis, historical activity analysis, etc.
- Strong project management and time management skills
- Technology and business savvy

- Independent, self-motivated, and dedicated to success

BENEFITS:

- Salary based on experience
- Full Benefits
- Paid Vacation
- Continuing Education allowance