



Job Descriptions
DS001g Job Description

Job Title: **Account Representative (Spanish)** FLSA Status: Exempt
Department: Administrative Reports To: International Sales Mgr
Revision Date: 4/21/2015

SUMMARY DESCRIPTION: The primary role of the Account Representative is to be point of contact for sales activity for B2B and/or B2G including resellers/distributors, sales representatives, and foreign armed forces in Latin America. This role plans, directs and manages all sales, marketing and support efforts for the territory.

Position is a working manager that may perform some of the same duties and responsibilities as CSR. See also CSR. This individual plays a key role in the sustainment and growth of sales in Latin America.

DUTIES AND RESPONSIBILITIES: This list of duties and responsibilities is not all-inclusive and may be expanded to include other duties and responsibilities, as management may deem necessary from time to time:

1. Delegate customer requirements for research and quotation.
2. Translate government tenders, customer communication and other documents from Spanish to English and the vice versa.
3. Research and quote customer requirements.
4. Interact with customers at the highest levels in Washington and the territory to gain intelligence and obtain feedback on quotations, acquire contracts, purchase orders, and negotiate discounts.
5. Receive orders from customers and pass through to Order Management.
6. Coordinate expedite requests from customers and coordinate with order management for release of goods.
7. Visit customers in territory.
8. Provide trip reports to senior management and staff.
9. Assist with collection of receivables when Accounting Manager exhausts efforts.
10. Own the sales plan and targets for the territory. Ensure accurate short and long-term forecasting for the territory.
11. Align with Operations/Customer Service to ensure business can deliver on customer promises.
12. Attend weekly sales and staff meeting to brief key personnel of ongoing inside/outside sales opportunities.
13. Set up yearly sales budgets/forecast by country.
14. Work with contracting personnel to establish a suitable agreement for the marketing channel.
15. Communicate with and train, sales representative or reseller/distributors' personnel on marketing of OVL product.
16. Support general marketing activities and share industry information and customer feedback.
17. Participate in industry trade events and conferences.
18. Maintain contact with all parties in the territory (reseller/distributor, sales representative, foreign armed forces) to ensure high levels of customer satisfaction.

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SUPERVISION:

This role does not have direct reports at this time.

EXPERIENCE AND QUALIFICATIONS:

Bachelor's degree in Business Management or equivalent/greater or 15 plus years of sales experience within Latin America.

Experience in building strategic partnerships and track record of growing a market.

Experience with sales activities, business ethics, and professional.

Ability to write and verbally communicate effectively with customers and other employees of the organization.

Ability to work in a multi-cultural environment.

Ability to cross function job responsibilities with Customer Service team.

Negotiation and presentation skills.

Familiarity of different currency exchanges.

Fluent written/spoken English, Spanish and/or French.

Ability to think strategically, create and deliver senior-level presentations to armed forces personnel.

Minimum 30% travel required.

PHYSICAL REQUIREMENTS:

Finger dexterity for operation of personal computer and routine paperwork