

### **About What's Happening Promotions (WHP):**

We empower relationships and deliver excitement in everything we do.

Our team at WHP delivers dependable, creative, speedy, and cost-effective marketing materials through our solution-focused ideals, group integrity, and enthusiastic product mastery. With the ease of the customer experience in mind, management's commitment to individual and company growth, and the team's detailed project execution and considerate work environment, we make a positive impact in our customer and supplier partnerships.

### **What we are looking for:**

The ability to collaborate and move towards productive solutions tie us into providing exceptional customer service. We look for team members who are every bit the definition of well-rounded - self-driven yet thoughtful; organized yet creative; money motivated yet empathetic. With self-accountability and peer-dependability as our focus, we are interested in a multi-faceted personality who will contribute their specialties and growth to our team dynamic. We intend to excel by attracting and encouraging people who share our values and are committed to achieving excellence for themselves and for the organization.

We all share responsibility for success and for maintaining pleasant and safe working conditions. Each team member is expected to accept personal responsibility for their action taken and to be a team-player, team-builder and consensus-seeker. We want everyone to understand that they can make a difference in how WHP operates and to treat every individual, within or outside of WHP, with courtesy, respect and to uphold the highest ethical standards. Those who display the "whatever it takes attitude" to help their co-workers, leaders and clients are those that will thrive with WHP.

We are looking for an ambitious and highly motivated addition to join our growing sales team. You must have exceptional customer service and a passion to go above and beyond to help our customers. Your main responsibility will be to provide exceptional support to our customers. This role isn't for everyone. Your keen detective skills allow you to troubleshoot a symptom yet solve for the larger problem. You are a self-starter and love learning. If you think you're up to the challenge, we'd love to hear from you. This is a position with a focus on customer service and data entry, while working with current and potential customers.

### **Responsibilities Include:**

Consistently perform a variety of dimensions including, exceeding sales goals and meeting quality assurance requirements

Increase customer profitability by utilizing cross-selling and upselling techniques

Drive profit through both inbound and outbound calls by utilizing persuasive customer service techniques

Successfully completing our comprehensive sales training which includes product knowledge, salesmanship, and our software systems

Ensure a positive customer experience by educating customers on the features and benefits of the product, responding to questions and overcoming objections, and accurately updating our contact management system

**Must excel at:**

Developing and presenting creative branding solutions for existing and potential customers  
Assisting in developing strategy, presentations, marketing, and pitches for promotional merchandise opportunities

Promoting and encouraging business through relationship building with current and potential clients

Ensure ease of process and high levels of professionalism internally and with clients

Provide the highest levels of customer service

Excellent customer service and client relationship skills

Advanced communication skills

Creativity and experience in product and/or concept development

Strong presentation skills with effective verbal and written communication abilities

Exceptional time management, prioritization and organizational skills

Attention to detail with problem solving skills

Passion for success and growth

**Job Skills and Traits**

Quick learner

Self-motivator

Relationship Builder

Customer Focused

Creative Thinker

Solutions Provider

Team Player

**Requirements**

Mastery knowledge of sales principles, practices, tactics and tools, and developing value propositions with clients.

At least 1 year experience in an office setting

At least 1 year experience in B2B sales

Typing above 45 WPM

Gmail proficiency

Passionate about growing the business and your portfolio.

**Benefits**

Competitive pay

Remote work possible

Health/Vision/Dental insurance available after probationary period

401k after 1 year.