

**ICAT Logistics, Inc.**  
**Job Description**



**Job Title:** Sales Executive

**Department:** Sales

**Reports to:** VP of ICAT BWI

**General Purpose of the job:**

To qualify, gain, and retain profitable accounts primarily through telephone sales efforts. To provide the highest-level client experience through these interactions.

**Essential Duties and Responsibilities:**

- Meet sales goals by generating new business, client retention, and current client service expansion.
- Identify, qualify, and acquire new accounts that utilize the services of a transportation logistics provider.
- Sell ICAT's services and conduct meetings with clients regularly in assigned territories or verticals.
- Establish mutually beneficial business relationships with clients, management, and other key personnel, including operations department staff.
- Work with the Business Development support team to research and compile RFQs and RFPs.
- Conduct formal sales presentations for potential and existing customers.
- Work with team members to successfully on-board new accounts, including but not limited to,
  - Preparing standard operating procedures.
  - Ensuring credit is established with ICAT.
  - Ensuring we are set up in the client's system as an active vendor. (Supplier Registration)
  - Completing all documentation like POAs, MSAs, and other like-kind compliance documents.
- Meet with customers regularly to perform Quarterly Business Reviews, update SOP requirements, and continuously qualify for opportunities to expand the account.
- Prepare and maintain various in-house reports, sales pre-plans, sales expenses, correspondence, and other documentation as needed.
- Enter all sales activity in ICAT's CRM program, such as, but not limited to account profiles, call activity, customer correspondence, etc.
- Assist the CX Team with communication on service issues and/or claims.
  - Work with the CX team to develop and implement unique customer programs.
- Join weekly team meetings, sales, and operations.
- Join and participate in sales meetings and continuous sales training initiatives. If remote, join on video through a program like Teams or Zoom.
- Other emergent duties and projects that may be requested in support of ICAT's fast-paced environment.

**Minimum Job Requirements:**

- High School education required and college ideal.
  - Participating in and receiving formal sales training is a plus.
- 1 year of transportation logistics/freight forwarding operational experience.
  - Experience rating and routing freight.
  - Knowledge of international and domestic geography, including countries & major cities.

- Experience negotiating rates with trucking companies and overseas partners, a plus.
- Knowledge of FMC, IMCO, ITA, TSA, C-TPAT, HAZMAT, and US Customs Border Protection, a plus.
- Excellent verbal and written communication skills coupled with strong presentation and listening skills.
- Strong organizational and time management skills.
- Highly motivated team player with an outgoing and positive work attitude.
- Functional experience with Microsoft Office products.
- Ability to solve practical business and math problems.
- Ability to travel locally to area businesses and client sites.
- Ability to relate to and successfully interact across a variety of settings and work well with a broad and diverse workforce throughout the organization.
- Able to excel in a fast-paced entrepreneurial environment.
- Adopt ICAT's core values and seamlessly integrate into ICAT's culture.

**Personal Characteristics:**

- Strong work ethic with persistence in pursuit of objectives.
- Understanding and responsive to situations that require a sense of urgency.
- Consistent in follow-up and follow-through.
- Credible with a high level of personal integrity.
- Loyal and dedicated to the success of colleagues and team members.
- Optimistic toward all activities, able to transmit this optimism to others.
- Adaptive to ICAT's core values and able to seamlessly assimilate into ICAT's culture.

**Supervisory Responsibilities:** N/A

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Logistics, Inc.