

Job Description

Job Title: Sales Manager

Reports To: Director of Operations

FLSA Status: Exempt

Department: Sales

Location: Corporate Office

Prepared By/Date: Stan Johnson, Director of Operations

Approved By/Date: Director of Human Resources

Summary: Manages sales activities of organization by performing the following duties personally or through subordinate supervisors.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Perform second interviews
- Manage the shift that you are scheduled (Open, Mid and Close shift responsibilities)
- Make sure floor has adequate coverage
- Manage staffing needs in accordance to forecasted marketing efforts
- Find staffing/coverage pertaining to needs (example: call-out, advertising, etc.)
- Perform Call-out Questionnaire
- Set up the next shift for fellow manager
- Clean up stations and facilities during shift
- Handle customer issues, resolution and communicate escalated issues to Senior Manager
- Manage Supervisors
- Create and deliver Supervisor's evaluations
- Recommend up-training via reports to Supervisors
- Help with up-training when needed
- Analyze representative statistics to verify employee production meets company goals
- Analyze Supervisor reports
- Analyze Sales %, install %, adherence, and attendance
- Communicate CAN forms and advise, coach and document all conversations
- Make sure all employees adhere to company policies and procedures (example: dress code, eating food at station, cell phone usage, etc.)
- Make yourself available for staff to speak to pertaining to employee relations issues, concerns, incidents
- Deliver positive feedback, Employee Rewards and Customer Recognitions to employee
- Communicate all employee relations issues, concerns, and incidents to Director of Operations and/or Director of Human Resources for recommended actions
- Advise cleaning crew on any issues or anything needing attention
- Monitors calls, provide feedback to reps and assist reps on sales %, install %, and quality assurance goals

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

Bachelor's degree (B. A.) from four-year College or University; or one to two years related experience and/or training; or equivalent combination of education and experience.

Language Ability:

Ability to read, analyze, interpret technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

To perform this job successfully, an individual should have knowledge of Word Processing software; Spreadsheet software; Internet software; Human Resource systems and Database software.

Certificates and Licenses:

No certifications needed

Supervisory Responsibilities:

Manages subordinate supervisors who supervise a total of 250 employees. Is responsible for the overall direction, coordination, and evaluation of these units. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to sit. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include Close vision, Distance vision and Peripheral vision.

Operations Manager (Print Name/Signature)

Date

Director of Operations (Print Name/Signature)

Date

Human Resources Director (Print Name/Signature)

Date