

Job Description

Job Title: Sales Supervisor/Team Leader

Reports To: Sales Manager

FLSA Status: Non-xempt

Department: Sales

Location: Corporate Office

Prepared By/Date: Stan Johnson, Director of Operations

Approved By/Date: Director of Human Resources

Summary: Supervises sales activities of organization by performing the following duties.

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

- Supervise the shift that you are scheduled
- Assist Sales Manager by completing all assigned duties
- Clean up stations and facilities throughout shift and ensure bathroom products are adequately stocked
- Handle customer issues, resolution and communicate escalated issues to the Sales Manager
- Supervise Sales Representatives
- Assist with sales rep questions, concerns and product/service questions.
- Create reports showing Sales %, install %, adherence, and attendance etc.
- Make sure all employees adhere to company policies and procedures (example: dress code, eating food at station, cell phone usage, etc.)
- Deliver positive feedback, Employee Rewards and Customer Recognitions to employee
- Communicate all employee relations issues, concerns, and incidents to Sales Manager.
- 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:

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

Language Ability:

Ability to read, 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:

Supervises up to 25 subordinate sales reps and assist with supervising a total of 250 employees. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include training employees; planning, assigning, and directing work; 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