

## **SALES MANAGER (SM)**

### **Basic Duties:**

- Manage the sales and marketing function, including Social Media presence
- Emphasis on telephone and in-store sales
- Direct marketing and store marketing
- New customer growth

### **Supervises:**

- CSR and PT positions

### **Reporting:**

- Reports directly to the General Manager

### **Primary Responsibilities:**

- Setting weekly and monthly sales goals and staging products
- Update goal board daily
- Ensure execution of sales, including telephone sales and showroom sales
- Generate new business through community/business accounts
- Create and implement marketing strategies in the community to generate new sales
- Ensure showroom floor is merchandised and accurately priced
- Perform routine service calls, follow-up service calls, and product exchanges as needed
- Handle service issues immediately
- Resolve customer opportunities immediately
- Assist General Manager with product ordering, including planning for future sales and events
- Assure the merchandise in the QA center is cleaned and has been certified before staging
- Ensure the store's warehouse is maintained in a neat and orderly manner
- Confirm customer identification, collect money, and obtain customer's signature on agreements
- Review and close agreements as needed
- Assist General Manager in stock balancing
- Other tasks as assigned by management

### **Requirements of Position:**

- Position requires some lifting, loading, and moving of merchandise 50 to 300 pounds
- Must be capable of standing for extended periods of time
- Good communication and interpersonal skills
- High energy level
- Professional appearance
- Good computer knowledge
- Good driving skills
- Excellent telephone etiquette
- Ability to supervise employees when needed
- Ability to handle employees and customers in resolving issues
- General product knowledge

### **Pre-Employment:**

- Successful reference checks and verification
- Must have a valid driver's license
- Must be able to pass a drug screen
- Must be able to pass a criminal and driving background investigation