

SALES MANAGER

Hatfield, PA

SUMMARY OF POSITION

Manage the selection, training, and development of sales staff. Establish monthly sales quotas. Sell the organization's products and/or services to new and established customers. Handle and resolve escalated customer complaints and issues. Oversee day-to-day retail operations and staff. Monitor and prioritize workflow and schedules. Assist in the selection of product offerings, and showroom displays. Manage stock levels of retail type product. Work directly with other department managers.

PREFERRED EXPERIENCE

Years of Experience: 5

Education: High School or G.E.D.

Certifications:

- NFI Hearth Design (to attain)

JOB INFORMATION

Hours per week: 40 - 50

Reports to: Vice President of Sales

Location: Eagleville, PA, 19403

Work Environment: Showroom, occasionally outside in all weather conditions

RESPONSIBILITIES

- Manage 3 to 6 sales and sales support staff.
 - Address complaints and resolve conflict
 - Interview, hire, and train employees
- Direct and coordinate activities involving sales of fireplaces, outdoor fire features, grills, patio furniture, spas, and the associated installation and/or services.
- Train sales staff on product lines; coordinate sales reps training and available online training.
- Schedule staffing.
- Train sales staff on policies & procedures; holding them accountable.
- Participate in monthly Management Team Meeting
- Resolve customer complaints regarding sales and service.
- Review operations and suggest improvements and procedures.
- Collaborate with Vice President of Sales on pricing, discounts, and promotions.
- Evaluate and make suggestions on product lines and models to bring on or discontinue and display.
- Coaching and Development
- Plan, assign, and direct work
- Appraise performance and performance evaluations

- Work with Vice President of Sales and marketing personnel to plan advertising and marketing.
- Represent company at local events to promote Salter's and its products.
- Work with customers in showroom to close sales.
- Coordinate new products coming into showroom.

COMPETENCIES

- Active Listening
- Speaking
- Critical Thinking
- Reading Comprehension
- Active Learning
- Persuasion
- Coordination
- Negotiation
- Service Orientation
- Social Perceptiveness
- Complex Problem Solving
- Judgment and Decision Making
- Management of Personnel Resources
- Time Management
- Management of Financial Resources
- Computer Applications
- Internet
- Spreadsheets
- Standard Browsers
- Microsoft Office 365 suite

KNOWLEDGE

- Sales and Marketing
- Customer Service
- Personnel Management
- Administration and Management
- English Language
- Education and Training

PHYSICAL DEMANDS

- Frequent sitting and standing
- Hearing and speaking
- Lift & Carry 40 lbs.
- Occasionally move merchandise (stoves, grills, furniture, etc.)
- Distance vision
- Peripheral vision
- Depth perception
- Ability to adjust focus
- Color Vision

BENEFITS



Paid Vacation



Paid Holidays



Health Insurance



Retirement Funding



Paid Training