



Store Sales Manager

Key Skills:

- Enthusiasm, energy, positive attitude.
- Basic computer know-how and familiarity with common business applications.
- Excellent verbal communication skills.
- Team player mentality.
- Excellent organizational skills.
- Basic mechanical ability.
- Driven to succeed.
- Goal oriented.

Store Quality:

- Make sure that the store's cleanliness is visually maintained on a daily basis
- Follow company dress code as described in employee handbook.
- Make an impression on the customer with your professionalism.

Customer Service:

- Give "Legendary Customer Service".
- Creating a positive buying experience for every customer.
- Greet customers within 5 seconds of walking in the store.
- Make sure that we find out the customers needs and wants by listening.
- Answer Phone by 2nd ring when not with a customer, return all calls by end of day and asap
- Provide a free loaner for customers with repairs
- Educate customers on new products and services
- Carry in and out the customers vacuum to their car. Meet them outside
- Tell customer about the 30 day trial, try before you buy.
- Tell customer about the low price promise
- Tell customer about financing
- Ensure that all service vacuums leave the store per Vacuum Authority standards
- Must meet minimum product mix and sales standards
- Handle customer questions, complaints and issues.
- Always Be Selling mentality.

Sales Responsibilities:

- Comfortable in sales plus commission type pay plan
- Effective at growing store sales and average transaction
- Maintain excellent product mix.

**Inventory Control:**

- Follow all transfer in/out procedures set by Home Office.
- Submit product orders weekly and in timely fashion.
- Maintain proper stock levels.
- Maintain accurate count of store inventory on daily inventory worksheet.

Service Responsibilities:

- Perform Service repairs and tune-ups for Oreck, Dyson, Miele, Hoover/Royal, Electrolux and all other brand vacuums.
- Diagnosis and troubleshoot all customer's incoming machines.
- Submit warranty claims with vendors (Oreck, Dyson, Hoover/Royal, Electrolux) daily.

Additional Responsibilities:

- Attend staff meetings as scheduled.
- Maximize profitability.
- Strive to exceed sales targets.
- Sales Reports submitted at the end of each day.
- Submit Daily Sales reports to Home Office in a timely manner. Manager is responsible for review and accuracy of reports, including cash and check deposits to bank.
- Be a lifelong leader and learner.
- Must maintain level of product knowledge and procedural knowledge to be an effective team member.
- Additional duties as requested by supervisor.
- Maintain high customer satisfaction and positive reviews.

Salary & Benefits:

- Salary Range: \$35,000- \$55,000 – Salary plus commission and bonus
- Hours: Full time position which averages 46-54 hours per week
- Benefits include vacation, sick leave, and health insurance

Other Qualifications:

- Ability to lift up to 35 lbs. on a frequent basis.
- Ability to stand for prolonged periods of time.
- Ability to push/ pull objects that weigh up to 35 lbs on a frequent basis.
- Ability to Multi-task (helping multiple customers at one time) Sell, repair, stock and have fun.

Salary: Commensurate with Experience.

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