

Refreshment Services, Inc.  
JOB DESCRIPTION

Job Title: SALES MANAGER Department: SALES

Reports to: GENERAL MANAGER Exempt status: EXEMPT

*General purpose of the position:* To plan, organize, develop & direct the location's sales team to ensure business objectives are met in accordance with company goals, policies and departmental budgets.

*Duties & responsibilities:*

- Responsible for the overall direction, coordination and evaluation of the Sales Supervisors and the Sales Specialist. Monitor employee performance and provide consistent performance feedback; including formal performance reviews. Utilize coaching and counseling when necessary to improve employee performance. Conduct disciplinary actions as needed.
- Maintain adequate staffing levels for departments through effective interviewing and selection processes, as well as utilizing tools to decrease employee turnover.
- Reviews and makes the department's wage and salary recommendations. Determines wage and salary recommendations for direct reports.
- Focuses self and sales employees on their accountabilities of effective account call coverage and account ownership for their assigned accounts.
- Educate sales employees on the importance of cold calls and have regular objectives regarding this priority. Monitor that these objectives are being achieved.
- Work effectively with the General Manager (GM) and other sales management personnel to develop and co-author annual sales and making plans to achieve annual objectives.
- Establish, build and maintain a solid trade, and business/community relationships.
- Work with the GM and the Parent Company representatives regarding the administrative and execution requirements for securing funds back to the operation.
- Effectively meet all administrative requirements, including but not limited to:
  - Weekly store surveys
  - Schedule of upcoming account promotions
  - Review of salespeople
  - Attend scheduled sales meetings
- Coordinates with Operations Manager on upcoming product needs and variations due to promotions or sales trends.
- Other duties as assigned.

*Education & experience:*

- High school diploma or GED required.
- Two to four years previous sales experience.
- One to two years of previous supervisory or management experience.
- Motor Vehicle Record must show no more moving violations than are allowed by our Driver's license policy.

*Skills & abilities:*

- Must have strong sales skills and the ability to transfer that knowledge to team members through training & coaching.
- Must be able to use basic tools such as: utility knife, pallet jack, etc.
- Must be able to follow written and oral instructions.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of organization.
- Must have strong customer service skills.
- Must have math skills to calculate figures such as discounts, interest, commissions, and percentages.
- Computer Skills (Word, Excel, Power Point, Outlook, Margin Minder).

*Physical demands:*

- Repetitive lifting of up to 60 lbs.
- Frequent pushing, pulling, bending, stooping, climbing stairs, standing and walking.
- Work in varying job conditions including; heat, cold, damp, inside, outside.