

## **PRODUCT MANAGER-HARWICH (Full Time)**

Under the direction of the CEO, the Product Manager is responsible for an entire product category strategy; from identifying the best and most up to date products on the market, sourcing vendors to supply products, negotiating prices for supply chain management, work with Marketing Manager and Retail Manager to market and merchandise product. This is a highly visible and key role within the organization spanning many activities from strategic to tactical in defining and executing the product strategy. The product manager will also plan the entire product life cycle, including, but not limited to sale substantiation, GMROI, inventory analysis, and identification of core business market to purchase the products available in the product line. By maintaining strong networks, the Product Manager is also expected to obtain additional customers (both retail and wholesale). Recruit, schedule, direct and motivate employees to attain goals. Ensure quality customer service through personal interaction with contractor and retail customers. Train subordinate staff to provide quality customer service. The Product Manager will oversee the work of a Product Specialists that supports the execution of the Product Purchase, delivery and employee/customer training on the proper use or installation of the product. The Manager will also collaborate closely with Business Development Managers to ensure that the product lines meet current and potential customer needs. This position may require up to 20% travel.

### **EDUCATIONAL EXPERIENCE:**

- Bachelor Degree in retail or business preferred.
- College degree in business, or a closely related field, may substitute for a portion of the required experience.

### **EXPERIENCE REQUIREMENTS:**

- 1-2 years of supervisory experience in a retail environment.
- 1-2 years of Brand Management, Sales Management or business development/outside sales.
- Working knowledge of at least one of: stone, lumber or flooring. Landscaping or building industry experience very helpful.

### **KEY COMPETENCIES:**

- Works closely with cross-functional teams, sales, customers, and all levels throughout the organization; requiring strong communication and influencing skills and providing subject matter expertise in complex situations.
- Highly analytical and able to extract and report complex data to support business initiatives.
- The ability to calculate and report Gross Margin Return on Investment (GMROI)
- Delivers Results: Creates a sense of urgency; delegates appropriately; motivates self and team to accomplish objectives.
- Excels in Customer Service: Creates customer-focused environment; provides excellent service; sees business through eyes of our customers.
- Must be organized with attention to detail and proven follow-up skills. Should possess the ability to manage multiple priorities with demonstrated management skills to include; marketing, customer service satisfaction, coaching, training, recruiting, merchandising and consistent communication.
- Ability to collaborate with Retail Managers, Asst Retail Managers and Distribution Manager to meet customer product and deliver needs.
- Proficiency in the use of computerized inventory system. Proficiency in Microsoft Office products such as word or excel.
- Strong customer acumen.
- Ability to calculate mathematical conversions (linear feet to square feet) or the ability to use a program that will calculate product volume.
- Ability to work in a high paced, stressful environment. Must be able to multitask and assist multiple customers at one time.
- Ability to obtain a strong working knowledge of product use and maintenance.
- Demonstrates the ability to be: articulate, adaptable, patient, high energy, enthusiastic and customer service oriented.

Under the direction of the Retail Sales Manager, effectively manages the day to day retail yard operations to ensure maximum sales and profitability. This includes providing sales/customer support to contractors and homeowners.