

## **RETAIL SALES MANAGER- HARWICH (Full time)**

Under the direction of the CEO, the Retail Store manager work towards meeting personal and location sales goals and customer satisfaction standards by maximizing the customer's experience through effective retail and operational strategies. Oversees all store and retail yard operations ensuring completion of daily opening and closing procedures, project completion, inventory control, merchandising and customer service. Execution of key business initiatives, store presentation, marketing execution, inventory management, loss prevention, payroll management, risk management, and daily operational cost control. Develops monthly, quarterly and annual plans for operations and profitability. 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. Resolve customer complaints. Manage merchandise levels by ensuring that the proper ordering, receiving, pricing and merchandising procedures are followed. Monitor credit for all new and current customers including set-up of accounts, changes to accounts and involvement in collection. Will provide retail sales as customer volume requires.

### **EDUCATIONAL EXPERIENCE:**

- HS diploma or GED required, Associates or 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, preferably in a retail environment.
- 2-3 years of retail sales experience in a fast paced environment required.
- Working knowledge of stone, lumber or flooring strongly preferred. Landscaping or building industry experience very helpful.

### **KEY COMPETENCIES:**

- Ability to understand the operations related to retail sales including: marketing, customer service satisfaction, merchandising and store appearance.
- Ability to work a flexible schedule, including weekends and/or holidays.
- 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 Product Managers and Warehouse Supervisor to meet customer product and deliver needs.
- Ability to use computerized (POS) cash register and inventory system.
- 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, dynamic 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.

### **SUPERVISORY RESPONSIBILITIES:**

Oversee sales associates and Yard Supervisor/Ass't Manager.