

Manager of Sales

Job Description



Department:	Sales	FLSA Status:	Exempt
Reports To:	Executive Director	Physical Strength:	Light
Salary:	\$65,000 - \$70,000	Class:	Non-Union

Summary

The Manager of Sales works with the Executive Director and inspires the Online Sales and Affordable Tech Program teams to deliver measurable results for the Sales Department. This role leads the Online Sales, Shipping and Affordable Tech Program teams in understanding customer needs and delivering solutions that result in advancing sales, and great community experience. Together with the Executive Director, this role sets targets and KPIs for the Sales Department and the individual team members. This role is responsible for hiring and developing a strong, knowledgeable, and passionate Sales team.

The Manager of Sales creates excitement for the Free Geek mission and Sales Department efforts, constantly challenging the status quo and what is achievable. This role recognizes that the customers' experience doesn't stop when they obtain our equipment, but continues through their continued relationship with Free Geek and its mission.

Essential Duties

1. Build sales budget, sales strategy, and set Key Performance Indicators (KPIs) for the sales department. Reports weekly results to the Executive Director and develops corrective action plans for discrepancies. This includes customer service metrics.
2. Drive Free Geek's sales department budget targets and track performance through the sales dashboard and manager's budget.
3. Supervise all Sales and Affordable Tech Program staff through coaching and managing for performance.
4. Build and nurture relationships for the Affordable Tech Program by managing the program and outreach strategy.
5. Hire, train, evaluate, mentor, and inspire the Online Sales and Affordable Tech Program teams. This includes continued training with staff on new systems or procedures as Free Geek grows and changes.

Job Duties

- Create a positive and productive sales environment across the Sales Department while providing clear, measurable goals.
- Develop a sales culture where all team members clearly understand what is required to achieve sales and customer service excellence within the mission, vision, and values of Free Geek.
- Perform managerial administrative tasks in a timely manner, including: submitting expenses, reviewing staff timesheets, address leave requests from staff, schedule and attend meetings, and develop procedural and policy documentation as needed.
- Work with the Executive Director and others within Free Geek to develop the programs for the Sales Department that create a seamless customer experience consistent with Free Geeks mission, vision and values.
- Keep the Sales Department neat, organized, and in safe working condition.
- Organizes and optimizes shipping processes for sales to create an efficient, well-developed shipping process for us to best meet our customers' needs.

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- Collaborates with the Reuse and Receiving, Sorting & Recycling teams to ensure inventory for sales is stocked and available.
- Work with Sales staff to monitor and oversee the interns in your areas of responsibility.
- Develops the daily schedule incorporating the hours, breaks, and training to continue the positive and productive Sales.
- Responsible for keeping the Sales department staffed at all times, and steps in to perform essential duties of the Affordable Tech Program or Online Sales staff roles to ensure that operations stay open and sales uninterrupted.
- Familiarizes self with and follows all policies and procedures regarding the operations of Free Geek, including those laid out and defined through Free Geek's policies and Collective Bargaining Agreement.
- Provides regular performance reviews for your staff in a timely manner.
- Works at Free Geek alongside the Sales department teams, maintains excellent time and attendance, and practices excellent time management capabilities.
- Actively participates in leadership meetings, training, and organization-wide initiatives per direction of the Executive Director.
- Other duties as assigned.

Supervisory Responsibilities

Directly supervises employees in the Sales department. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include: interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Qualifications

Ability to perform essential job duties with or without reasonable accommodation and without posing a direct threat to safety or health of employees or others. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

- No certifications or higher education experience required.
- No background check required.
- No drug test required.
- Drivers license preferred not required.

Education & Experience

2 to 3 years related experience in a retail, ecommerce or sales environment. Experience managing and leading a team to deliver quality service to customers. Experience engaging with current and potential customers to ensure a positive Sales. Experience in developing and managing sales budgets and KPIs. Experience in coaching and mentoring sales staff. Analyzing sales data and communicating results to an executive leadership team. Hiring, training and developing a team in a retail, sales or ecommerce environment. Overseeing sales strategies and working across departments collaborating with other departments to meet customer needs.



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Language Skills

The manager of this department will need to have the ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. They will also need the ability to write reports, business correspondence, and procedure manuals, as well as effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills

They will need the ability to work with mathematical concepts such as probability and statistical inference, commissions and discounts, and to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Computer Skills

This job requires specialized computer skills. They must be adept at using various applications including database, spreadsheet, report writing, project management, graphics, word processing, presentation creation/editing, communicating by email, and using scheduling software.

Reasoning Ability

They will need the ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. They will need the ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Physical Demands & Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

While performing the duties of this job, the employee is occasionally required to stand, walk, sit, use hands and fingers to type or dial, reach with hands and arms, climb or balance, stoop, kneel, crouch or crawl, talk or hear, taste or smell, use stairways to climb to multiple floors within office building, exposed to wet or humid conditions (non-weather).

The employee must occasionally lift and/or move up to 30 pounds. This position requires frequent computer use. Specific vision abilities required by this job include close vision, color vision, distance vision, depth perception, and ability to adjust focus. The noise level in the work environment is usually moderate.

Travel

This position requires minimal travel for 5-10% of the position for day trips.

Employee Signature: _____ **Date:** _____

Employer Representative: _____ **Date:** _____