

Position: General Manager

About Interstate Supplies & Services

Interstate Supplies and Services (ISS) has been providing superior service to customers since 1995. With over 25 years of experience and a commitment to excellence, we have earned our reputation as the best Outdoor Power Equipment Store in the Charlotte Metro Area. We offer the highest quality of products and services available in today's market.

Located in Stallings, NC (just outside of Matthews), we specialize in Outdoor Power Equipment (OPE). Offering Sales, Parts and Service, we truly are a one stop shop.

We carry most of the nation's (and world's) leading brands of OPE. Some of our brands include Stihl, Echo, Exmark, Wright, Hustler, Bradley Mowers, Billy Goat, and Greenworks Commercial (just to name a few). We at ISS do everything from sales to service on these brands to ensure customers can count on us for ANY OPE needs.

As a family-owned business, we find it important to distinguish ourselves from the big box retailers and other chains. We pride ourselves on delivering the best deals to our customers with great customer service. Our customers include both residential and commercial accounts, so we carry a wide range of products. It is our goal to understand each customer and their individual needs.

Job Responsibilities:

General Responsibilities:

- Manage the day-to-day operations of the business:
 - Interviewing, Hiring and Training Employees
 - Planning, Assigning and Directing Work
 - Appraising Employee Performance
 - Rewarding/Disciplining Employees
 - Addressing Complaints
 - Solving Problems
- Development of yearly business plan with principals/owners
- Work to achieve maximum profitability and performance in each department
- Develop and maintain a high performing staff of employees and department managers to ensure a continuous growth of the business
- Clearly establish the goals and expectations of each department manager

Daily Responsibilities:

- Begin each workday with a positive attitude by encouraging each manager and employee to meet his/her daily and weekly goals
- Develop a sense of "team" in the dealership and across all departments
- Set a positive tone and energy for each employee and all customers
- Discuss the previous day's activities with each department manager
- Outline current day activities and goals for each manager
- Meet with customers, when necessary, for sales or service
- Coordinate department activities (retail operations, rentals, sales and service/maintenance) to increase operational efficiency and economy

Weekly Responsibilities:

- Friday meeting with managers to:
 - Discuss current week's activities
 - Review profitability and income statements
 - Make necessary recommendations for improvement
- Review inventory levels of whole goods and parts with department managers - Make necessary recommendations to ensure profitability
- Meet with principals/owners to discuss weekly profitability
- Set employee schedules for opening and closing of the store

Monthly Responsibilities

- Review each department manager's performance and make recommendations
- Meet with each department manager to evaluate current month activity and establish new goals
- Make recommendations for improvements and set timelines for measurements
- Review goals and objectives for upcoming month.

Quarterly Responsibilities:

- Review each department manager's performance and make recommendations
- Meet with principals/owners and department managers to discuss quarterly results and overall company performance and strategy
- Meet with accountant to discuss the quarterly statements

Annual Responsibilities:

- Evaluate product lines and vendors for profitability
- Develop department strategies with managers for upcoming year
- Review each manager's performance and compensation - Make recommendations and changes
- Outline strategy and recommendations for principals/owners

Our Values

Leadership

At ISS, our customers always receive the quality and service that one would expect from a leader. Our company is in a state of constant evolvement as the needs of our customers and the state of the market is perpetually shifting. By working with us and shopping our store, our customers can rest easy knowing that they are getting the latest developments in the industry. By staying focused on being a leader of the industry, we only hire the best. Our sales representatives are extremely knowledgeable and ready to assist customers over the phone or in person.

Customer Relations

Our utmost priority is customer satisfaction. The customer is important to us, so they can expect us to go the extra mile for them and/or their business. Our superior customer service is the hallmark of Interstate Supplies and Services. We pride ourselves on partnering with our customers to ensure an awesome in-store or over-the-phone experience.

Our friendly and professional staff is always willing to work with the customer to achieve the best possible outcome. It does not matter if they are looking to get some blades sharpened or to buy a whole new mower, they will be treated equally.

Teamwork

Our store could not function without good teamwork from every employee. Many times throughout a day, a call will come in or a customer will walk through the door that requires multiple employees' attention. We rely on good communication and transparency between our employees.

Teamwork goes beyond working well with your fellow employees and extends to our customer base. We understand that every person walks in here with a different goal in mind and it is our job to help them reach that goal. We partner with the customers and include them as part of our team to ensure we tailor the experience of each customer.

EEO Disclosure Statement:

Interstate Supplies & Services is an equal opportunity employer. In accordance with anti-discrimination law, it is the purpose of this policy to effectuate these principles and mandates. Interstate Supplies & Services prohibits discrimination and harassment of any type and affords equal employment opportunities to employees and applicants without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status, or any other characteristic protected by law. Interstate Supplies & Services conforms to the spirit as well as to the letter of all applicable laws and regulations.