

Position: Sales 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:

- Will have overall responsibility for the profitability of the sales department and supervision of salespeople
- Order and receive all whole goods
- Establish gross margins
- Know and use manufacturers' programs for dating, returns, and ordering
- Continually demonstrate excellent communication skills for customer service and answering phone.
- Must possess excellent computer skills for basic clerical duties; understand purchase orders, price files, internet, online ordering, and credit filings.
- Responsible for a **40-hour** week with the ability to work extended seasonal hours as set by store opening and closing including **Saturdays** and other customer demands.

Daily Responsibilities:

- Begin each workday with a positive attitude by encouraging each sales rep to meet his/her daily and weekly goals
- Develop a sense of "team" in the sales department and across other departments
- Keep daily records of the sale of whole goods - Record profits and losses
- Supervise all salespeople, including training, hiring, and firing.
- Keep the merchandising area, showroom, and used equipment areas clean and tidy.
- Continually learn technical and product knowledge - Maintain awareness of new developments
- Study and follow OEM recommendations
- Teach and impart knowledge to counter sales

Weekly Responsibilities:

- Meet with Management Team for departmental overviews of goals and objectives for the week. Discuss promotions and opportunities for the department, as well as opportunities to exceed expectations.
- Evaluate and update sales brochures, reference material, bulletins, manuals, and displays to make sure they are accurate, timely, and present a quality, professional appearance.
- Meet with Sales Team to discuss issues and opportunities to improve equipment sales.
- Provide manager with a list of aging whole goods in inventory, and design and execute a plan for selling them.

Monthly Responsibilities:

- Meet with each individual sales rep to discuss work performance based upon goals and expectations for preceding month and upcoming month. If needed, set improvement processes in place to assist in achieving agreed upon objectives.
- Meet with General Manager to discuss results from the previous month, and to review goals and objectives for the upcoming month. Discuss any employee issues and improvement processes implemented to correct performance issues.

Quarterly Responsibilities:

- Meet with Service and Parts Managers to review ideas on ways to improve communication with the respective departments.
- Meet with General Manager to discuss improvement processes needing implemented during the next quarter

Annual Responsibilities:

- Meet with Management Team to discuss year-end results, goals, and objectives for the upcoming year
- Meet with the sales personnel to discuss year-end results, and to outline goals and objectives for the upcoming year

Job Requirements:

- **Must have** 5+ years of sales management experience in a retail environment and excellent mechanical aptitude; preferably in one of the following industries: agricultural equipment, motor vehicle industry, outdoor power equipment, recreational vehicles, construction equipment/machinery, and/or small engine and accessories.
- Familiar with Microsoft Office, including Word, Excel, and Outlook
- Familiar with POS systems in addition to online parts lookups
- Must possess a valid driver's license and be subject to insurance carrier's approval
- Ability to lift and handle heavy loads up to **70 lbs.** and work indoors and outdoors in all weather conditions.

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.