

# **JOB DESCRIPTION**

## **\*\*\* INSIDE SALES MANAGER \*\*\***

**Hours:** Mon – Fri, 8:00am – 5:00pm; **plus** every other Saturday, 8:00am – 1:30pm

### **PURPOSE**

***\* DRIVE AND ACHIEVE CORPORATE GOALS & OBJECTIVES BY CONTINUALLY IMPROVING SALES, ORDER PROCESSING AND THE CUSTOMER SERVICE EXPERIENCE***

***\* ENSURE CONSISTENT, PROFITABLE GROWTH IN SALES REVENUES THROUGH POSITIVE PLANNING AND MANAGEMENT OF SALES AND SALES SUPPORT STAFF.***

***\* IDENTIFY STRATEGIES AND ACTION PLANS TO IMPROVE SHORT AND LONG-TERM SALES.***

***\* A COMBINATION OF EXPERT SALES, TECHNICAL KNOWLEDGE, COACH, TRAINER, MENTOR, MOTIVATOR AND MANAGER.***

### **CORE COMPETENCIES**

**Adaptability:** Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with delays, or unexpected events.

**Dependability:** Responds to management direction; Keeps commitments; Commits to long hours of work when necessary to reach goals.

**Professionalism:** Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; follows through on commitments. Works with integrity and ethically. Upholds organizational values. Focuses on solving conflict.

**Quality Management:** Looks for ways to improve and promote sales.

### **ESSENTIAL FUNCTIONS**

- Partners with management to align sales department policies and procedures with the company objectives.
- Develops specific plans to ensure revenue growth of all company products.
- Monitors orders and stock to ensure on-time delivery and customer satisfaction.
- Maintains in-depth working knowledge of the company's software systems and processes.
- Accurately forecasts annual, quarterly and monthly revenue streams.
- Provides monthly/quarterly results assessments of sales staff's productivity.
- Interprets short and long-term effects of sales strategies.
- Educates sales team by establishing programs in the areas of new account sales and growth and sales of emerging products.
- Travels to events and assists with travel and trade show coordination

### **RESPONSIBILITIES**

- Ensures that all departmental procedures are observed through an effective supervision of all sales techs, and sales support staff.
- Identifies and implements strategies to improve quality of service, productivity and profitability.
- Defines and communicates sales/customer service performance standards.
- Motivates and mentors the sales/customer service team
- Plans, prioritizes and delegates work tasks to ensure proper functioning of the department
- Coordinates and manages sales projects, initiatives and trade show set-up
- Handles complex and escalated sales/customer service situations.
- Tracks customer complaint resolution,
- Reviews orders to ensure accuracy.
- Continuously evaluates the internal order entry system to insure correct pricing and discounts are processed.
- Provides employee awareness and compliance of company policies and procedures regarding sales, shipping, discounts, promotions and customer satisfaction.
- Conducts regular sales, product and procedure meetings with sales techs, sales support staff and corresponding personnel.
- Hiring, coaching, training and performance evaluation of sales techs and customer service personnel in accordance with company policy.
- Ensures sales and customer service personnel maintain professional behavior, proper language, and a positive attitude towards customers, suppliers, and fellow employees.

- Reports potential non-compliance or infractions, determines appropriate course of action and swift resolution.

## **REQUIREMENTS**

- 10+ years of Classic Car and Truck industry knowledge; specifically, in brakes, steering and suspension components.
- Minimum 7+ years hands-on experience in auto parts sales, e-commerce sales and customer service.
- Minimum 5+ years of managerial experience, preferably in a sales/call center environment.
- SEMA member and/or equivalent trade show experience.
- Able and willing to travel monthly, sometimes out of state, to attend trade shows and events.
- Ability to manage and direct personnel with responsibility for tech sales, online sales, order entry and customer service.
- Experience with Hiring, Disciplining and Termination compliance.
- Can effectively prioritize assignments and make quick, rational decisions.
- Driven and self-motivated, with sound reasoning, judgment and problem solving skills.
- Excellent interpersonal communication, leadership, and customer service skills.
- Able to communicate clearly and courteously in all instances.
- Proficient use of Microsoft Office: Word, Excel and Outlook.