

Job Title: Sales & Store Manager

Reports To: VP, Operations / VP, Sales / Chief of Staff / CEO

FLSA Status: Exempt, Salary, Full-time

Summary

The Sales & Store Manager is responsible for managing the day-to-day sales and operations of the store, its associates, and is involved in all transactions with technicians and customers. The main focus areas will include the conversion of leads into transactions and deepening connection and communication with current customers. The chosen candidate is also responsible for the safety and comfort appeal of the store which includes the front customer lobby, maintaining clean and organized tech benches, inventory, scheduling for coverage of operation hours, and being present in the store at peak times which may include opening to closing and weekends.

In this role, you will be responsible for answering phones, online requests, emails, cold calling, prospecting, and building relationships that will increase customer penetration, revenue growth and customer satisfaction at a centralized store location. This also includes the financial stability, growth, and contribution to the company; fiscally responsible for the profit and loss of the store in correlation to setting goals and meeting targets set both by you, the technicians, and Executives.

Education and/or Experience Requirements & Preferences

- Bachelor's degree preferred
- Minimum of 3 years' experience in a sales supervisory/management role preferably in a commissioned retail or services environment
- Strong leadership skills, creative thinker and problem solver
- Excellent closing and negotiation skills
- Superb communication and customer service skills required
- Experience, skills, knowledge, or certification related to Consumer Electronics or Information Technology highly desired
- Strong organizational and computer skills; and experience with a CRM desired

Eligibility Requirements

- Proof of eligibility to work in the USA
- Pass reference and background check; professional references required
- Possess a California Driver's License; provide a clean DMV record, proof of insurability, as this position does sometimes require driving and using company vehicles
- Must live within a reasonable commute distance due to the need to drive between locations and customer home/business
- Available to work all operational hours; opening to closing and weekends

Compensation & Benefits:

- Annual base salary of \$66,560
- Monthly stipend of \$40

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- End of Month Bonus based on a gross profit derivative; average store seen as low as approximately \$1,000 and as high as approximately \$15,000 per month
- Accrual of Paid Time Off
- California Paid Sick Leave
- Health, Dental, and Vision Benefits with Company contributions to cover partial monthly premium cost
- 401K Plan with Company contributions
- Mental Health Benefits

Essential Duties and Responsibilities

- Hire, onboard, supervise, train, schedule, coach, motivate and assist employees; promote a fun and positive work environment
- Set monthly and yearly goals for the store and individual staff members; meet/exceed revenue goals while achieving 100% customer retention and satisfaction
- Attend weekly and monthly meetings to review store goals, actuals, and achievements; ensure the financial stability, growth, and contribution of the store to the company
- Implement and execute strategies to meet sales goals; build sales and go to market strategies
- Oversee all aspects of the selling process; maintain and update the CRM and develop strategies to drive growth in product and service offerings
- Responsible for prospecting, cold calling, responding to incoming calls and emails; convert leads into paying customers
- Maintain, nurture and grow existing accounts; improve client retention and loyalty by deepening relationships
- Prepare various reports for executive management
- Manage and report on store inventory and control operating costs
- Identify competitive pricing models and report on buying trends and customer needs
- Responsible for the safety, comfort and appeal of the store

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