

Position Title:	Sales Manager (retail)	Name:	
Reports to:		Location:	
Start Date:		Department:	
Primary Purpose of Position:			
The Sales Manager is responsible for the combined performance of the team and for ensuring that everyone within their teams reaches their targets. The sales manager will also ensure that staff are fully versed on the target for the day and excellent customer care standards are met.			

Key Responsibilities & Duties:

Major Responsibilities include but are not limited to:

1. Major Accountabilities

(Generic Responsibilities)

- Managing and motivating team to increase sales and ensure efficiency
- Manage stock levels and make key decisions about stock control
- Analyse sales figures and forecast future sales volumes to maximise profits
- Analyse and interpret trends to facilitate planning
- Use information technology to record sales figures, for data analysis and forward planning
- Deal with staffing issues such as interviewing potential staff, conducting appraisals and performance reviews, as well as providing or organising training and development
- Ensuring standards for quality, customer service and health and safety are met
- Respond to customer complaints and comments
- Update team on business performance, new initiatives and other pertinent issues
- Maintain awareness of market trends in the industry, understanding forthcoming customer initiatives and monitoring what local competitors are doing
- Deal with sales, as and when required
- Ensure all activities are conducted in accordance with all OHS requirements
- Follow the company's policies and procedures at all times

(Additional Responsibilities where applicable)

- Recruiting and training sales staff
- Supervising, motivating and monitoring team performance
- Setting budgets/targets
- Liaising with other line managers
- Reporting back to senior managers
- Liaising with customers (which may include actual selling)
- Maintaining detailed knowledge of the company's products or services
- Keeping abreast of what competitors are doing

2. General:

- Meet attendance requirements
- Work without constant supervision
- Be effective in meeting deadlines
- Produce accurate and quality work
- Achieve improved business performance
- Meet all requires of employment contract

- Implement company policies as required

3. Working Relationships

Internally this position works with:

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Externally key working relationships are with:

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Key Competencies

- Excellent customer service skills
- Outstanding interpersonal skills
- Active listening
- Excellent communication skills
- Time management skills
- Research abilities
- Ability to build rapport

Agreement

I have read this Position Description and confirm that:

- I fully understand the content and agree that it forms the basis of my employment at UBT
- I understand that the company may change the Position Description from time to time to suit the needs of the business

Signed
Employee.....Date:.....

Signed
Manager:.....Date:.....