**Sales Manager Position Agreement**

**NOTE:** The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this classification. Such statements are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

JOB TITLE: **Service Manager** JOB CLASS**: Exempt**

DEPARTMENT: **Service** DATE OF PREPARATION: **08/16/13**

REPORTS TO: Owner / General Manager

**JOB SUMMARY:**

Manages all Service Department staff for the company. Develops and oversees the Annual Maintenance Program and customer service opportunities, warranty work, ensuring the highest level of customer service. Supports the management and mission of the company.

**KEY PERFORMANCE INDICATORS:**

Revenue per hour, Gross Margin Dollars, Revenue Volume, Lead Generation, Agreement Sales, Accessory Sales, Customer satisfaction, First time completes.

**ESSENTIAL JOB FUNCTIONS:**

1. Manages the Service Department staff by hiring, allocating work, orientating and training, setting performance expectations, evaluating performance outcomes, rev»/arding and recognizing excellent work, and recommending wage changes, promotions, or transfers. Communicates regularly with staff members through individual and group meetings. Develops sales and customer service skills in staff members by delivering on-the-job and classroom training. Rides along with Service Technicians to coach them to enhance interactions with customers. When necessary, disciplines and/or terminates staff. (30%)

2. Optimizes the resources of the company by managing work flow, ensuring service staff has the tools they need, training service staff on sales techniques and software, and the like. (25%)

3. Develops and oversees the Annual Maintenance Program and customer service opportunities, including such things as phone calls, mailings, data entry, customer service, and scheduling. Along with the Production Manager, ensures that jobs are installed and completed according to quality standards and job specifications. Oversees the processing of all service paperwork to ensure quality control and assurance, accurate costing, and clear/concise job photos and diagrams. Attempts to close sales. Tracks data and reports it to the Owner/GM. (25%)

4. Regular and punctual attendance. Ability to legally drive a motor vehicle.

MARGINAL JOB FUNCTIONS:

1. Performs other related duties as requested or assigned by management.

2. Cross trains in other departments for back-up support.

DIRECT REPORTS:  Service Technicians

**NECESSARY KNOWLEDGE, SKILLS, ABILITIES (KSAs) and TALENTS:**

1. Knowledge of business principles and practices.

2. Knowledge of service, management, and customer satisfaction theories and practices.

4. Skill in operating personal computer and programs such as Microsoft Office, database management and other business software.

5. Skill in interpersonal relationship building and maintenance.

6. Skill in written and oral communication.

7. Ability to learn and understand the technical side of the business.

8. Ability to plan and implement sales, marketing and customer satisfaction theories.

9. Ability to motivate, guide and direct others to produce expected business outcomes.

10. Possess talent and personal traits, including the following:

* Conflict Management
* Customer Focus
* Results Orientation
* Leading Others
* Accountability for Others
* Goal Achievement
* Teamwork
* Integrity

EDUCATION AND EXPERIENCE:

High school diploma, a college degree preferred;

2. One (1) year experience in customer service, Dispatching

3. An equivalent combination of education and experience to illustrate a proven track record in the business field.

**PHYSICAL REQUIREMENTS:** 0-24% 25-49% 50-74% 75-100%

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Seeing:Must be able to see well enough to read reports, data, statistics & information on computer screen. |  |  |  | X |
| Hearing:Must be able to hear well enough to communicate on the telephone and in person. |  |  |  | X |
| Standing/Walking: |  | x |  |  |
| Fingering/Grasping/Feeling:Must be able to operate computer & calculator. |  |  |  | X |
| Climbing/Stooping/Kneeling: |  | x |  |  |

**PHYSICAL DIMENSIONS for Lifting, Carrying, Pushing, Pulling:**

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to move objects. Job involves sitting most of the time. Jobs are sedentary if standing and/or walking are required only occasionally.

**Behavioral Standards**

Calmness **Don’t become rattled when the pressure is on.**

**Commitment to Improvement** Abide by processes that have been and are being developed with a consistent effort for improvement.

**Continue to Learn** The search for knowledge keeps the mind alert and active, often resulting in innovations.

**Reasonableness** It is one thing to be rational; it is quite another to be reasonable. To be rational is to rigidly impose the rules of formal Logic upon life and all human behavior. Strive for a reasonable balance.

Thoroughness and Persistence **A half-hearted and shallow approach to accountabilities will spoil results. Practice Thoroughness and Persistence**

**Resiliency** Business can bring disappointments, frustrations and outright disasters. Rather than naively hoping that nothing bad will ever happen be prepared to bounce back from setbacks no matter how bad they may seem to be at the time.

**Basic Loyalty** The Company’s Future is closely tied to your success: A common destiny: You play a role in embodying the spirit of the company and should demonstrate loyalty with a sense of allegiance.

# No Cynicism in the workplace! Cynics are tragic people whose self-perception is so bad that they cannot begin to imagine a world where optimism, dreaming, commitment to something greater than oneself and the desire to do something truly remarkable could possibly exist. Always "looking for the angle," they can trust no one because they can’t even trust themselves.

Cynicism, distrust, sarcasm, suspicion, skepticism, doubt, scorn and backbiting are unacceptable behaviors that have **NO PLACE IN THE WORKPLACE!** Be careful how you express frustrations. How you actually feel about any situation is not the issue. The issue is how your reactions are perceived: Your reactions or perceived reactions will “set the mood” for the entire team.

Be responsible.

## Smile A smile can “set the mood”.

## Maintain a good, healthy sense of humor. Try not to be terminally professional.

**Don’t worry or be concerned about failure.** You represent a company that offers the best product and service in your area. Understand that the value of the products and services you offer your prospect far outweigh the investment. Be proud of that fact. Maintain a posture of confidence and conviction in what you do, who you are and the company you represent at all times.

I have read, understand and agree to follow the guidelines set forth in this Position Agreement.

Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Print:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Direct Supervisor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Print: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_