

JOB TITLE: Sales Manager  
CLASS: Management  
CATEGORY : At-will  
STATUS: Full-time, Exempt  
BENEFITS: Eligible  
REPORTS TO: Director of Public Services  
SALARY RANGE: \$36,000-\$48,000 (initial salary ordinarily not more than median)  
LAST UPDATED: September 18, 2013



#### JOB SUMMARY:

The Sales Manager is responsible for the effective and efficient operation of all work areas at Free Geek whose main purpose is to generate revenue through the commercial exchange of goods and services. The incumbent will be expected to achieve stated sales goals and take initiative in making improvements to sales activities.

#### DETAILED ESSENTIAL RESPONSIBILITIES:

- Hire, evaluate, mentor and discipline 3-5 FTE.
- Set regular schedules and daily breaks for all supervised employees.
- Report sales figures and all other relevant metrics and analyses to the Director of Public Services accurately and in a timely fashion.
- Work with other sales staff to maximize retail revenue within established guidelines for consumer education and environmental responsibility.
- Reconcile financial discrepancies by collecting and analyzing settlement reports, statements and other account information.
- Maintain high standards of service for all on-site, off-site or on-line customer interactions.
- Participate in the recruitment and support of volunteer interns in Online Sales and the Thrift Store.
- Other duties as assigned.

#### REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

- Ability to maintain a calm, positive and professional attitude in a sometimes chaotic environment.
- Ability to effectively guide and direct the work of employees with a moderate range of duties and skill levels.

- Ability to effectively manage a moderate range of projects and activities at one time.
- Moderate motivation and aptitude for self-directed learning.
- Availability during Free Geek hours of operations including morning and occasional evening meetings as required.
- Two years of full-time retail or other sales/customer service.
- One year of supervisory experience.
- Intermediate to advanced knowledge of computer hardware.
- Basic knowledge of principles and practices of marketing.
- Proficiency with using standard office software.
- Experience working with volunteers.
- Excellent written and verbal communication skills.
- Ability to lift and carry up to 40 pounds on a regular basis.
- Ability to stand and perform data entry for extended periods.
- Aptitude for and enjoyment of helping people.
- Fluency in spoken and written English.
- Good interpersonal skills.
- Ability to learn Free Geek documentation tools.
- Reliability and punctuality.
- Ability to consistently follow policies and procedures.
- Ability to remain flexible about duties and expectations as Free Geek grows and changes.

#### DESIRED SKILLS, KNOWLEDGE AND ABILITIES:

- Fluency in another language besides English.
- Demonstrated confidence and competence working with diverse populations.
- Previous Free Geek work or volunteer experience.
- 2-4 years of supervisory experience.
- 3-5 years of full-time retail or other sales/customer service.
- Basic knowledge of accounting and bookkeeping practices.
- Intermediate to advanced knowledge of principles and practices of marketing.
- Specific experience with online sales.