



How to apply: www.uscellular.jobs

Sales Manager

This Position is responsible for retail sales staff leadership and assists with management of store operations. The Sales Manager is responsible for achieving store and budget objectives and creating the ideal customer experience while applying the principles of the Dynamic Organization.

Responsibilities

- Provide leadership and coaching to retail sales staff on selling skills, company policies and practices, performance management and career development.
- Drive the achievement of store sales targets which include new customer acquisitions, sale of essentials, and sale of vertical features on a weekly/monthly basis while achieving the highest level of customer satisfaction.
- Responsible for retail sales scheduling, forecasting and reporting; including but not limited to time reporting, vacation/time off tracking, expense reporting and approvals, schedule development, overtime management, variance reporting and explanations, cash over/short explanations, tracking report, competitive report, etc.
- Ensure response to all customer inquiries and processing of customer requests, including name, address and rate changes, suspensions, disconnects, resumes, taking payments, and changes in vertical services.
- Support retail associates in working the sales floor and serving customers, including but not limited to working with customers who indicate a desire to disconnect, performing retention activities to save customers, greeting customers in a professional and friendly manner, serving customers, and answering phones.
- Responsible for ensuring operations control standards are met regarding the opening, closing and operating of the retail facility, including but not limited to cash handling, payment receipt, and deposits.
- Responsible for maintaining store appearance according to the retail store standards.
- Participate in marketing efforts to solicit new business, including but not limited to outbound calling, community involvement, outreach programs, and promoting the brand inside and outside the store/retail location. Set goals and then drive associate participation in these programs to ensure goal achievement.
- Conduct meetings with retail sales staff. Meetings at times may include other store staff and sales management.
- Responsible for maintaining collateral and point-of-sale materials.
- Responsible for reviewing daily paperwork, including service agreements, for accuracy and completeness.
- Assist in conducting training.
- Assist in other tasks (including acting as a backup to other functions) as needed or assigned by Management to improve the delivery of service to customers and leadership of associates.
- Assist store manager with inventory counts and verification.
- Identify and communicate areas of improvement regarding store operations
- Contribute to weekly store management report.

Qualifications

- High School diploma or state equivalency required; Associates or Bachelors Degree preferred.
- 1 year retail sales experience required.
- 1 year customer service/customer-facing experience required.
- Experience managing special projects or initiatives.
- 1 year cellular industry experience preferred.
- Prior supervisory/coaching experience preferred.

For more information, please contact:
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