



## Retail Sales Manager

### Locations:

- Athens
- Corsicana

**Job Summary:** Works under general direction, the incumbent is responsible for providing the coordination and implementation of promotional strategies through sales associates to penetrate regional cellular market. Will assistance customers with purchasing phones and service. Also will assist in the resolution of routine customer questions/problems with the company, products and services. Performs a variety of duties related to sales, retention and customer service in accordance with company policies and procedures under the direction of the Sales Director and the Management.

### Essential Job Duties and Responsibilities:

- Maintain the sales quota on a daily basis through inside sales at retail store(s).
- Responsible for the supervisory actions of the retail sales associates within geographic area.
- Responsible for maintaining follow-ups on sales leads, mailing information, phone calls, meeting and presentations related to Cellular service.
- Prepare quotes, cost analysis, and profit calculations.
- Maintain research and knowledge of new products, primarily cellular systems.
- Responsible for ordering and invoicing hardware for customers.
- Prepare customer hardware for delivery.
- Maintain outside sales through cold calling in prospecting field.
- Meets and exceeds team member expectations by providing service and department teamwork;
- Provides value added service to customers by doing whatever reasonable and possible to meet or exceed customer expectations;
- Demonstrates teamwork by cooperating and assisting co-workers as needed;
- Communicates effectively with customers, co-workers and management;
- Performs other duties as required to provide excellent service and teamwork;
- Adheres to policies and procedures;
- Attends work on time as scheduled;
- Required to call in to report an absence no less than two hours prior to the start of the shift by contacting the supervisor directly and stating reason for absence;
- Minimizes safety hazards by following all safety rules and procedures.
- Performs other duties clerical, proofreading, special Business projects from time to time as requested by the Market Manager or as business needs dictates.
- Maintain work area in a neat and orderly fashion.
- Maintain confidentiality of all customer and company information.
- Represent the Company in public relations, i.e., golf tournaments, trade shows, parades, etc.

**Education, Knowledge, Skills and Abilities:**

- Must be able to learn all aspects of the job by on-the-job-training, attending seminars/vocational schools or classes, reading instruction manuals, etc., for this position.
- Understanding of the principles and practices of supervision.
- Ability to define problem(s), define seriousness of problem(s), collect data, and establish facts.
- Knowledge of Cellular industry and ability to present information in one-on-one and small group situations to clients, and other employees in the Company, along with the capacity to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form.
- Understanding of the principles and practices of supervision.
- Maintain positive attitude towards co-workers and customers.
- Maintain honesty and integrity in all dealings.
- Effective time management.
- Good understanding of office etiquette, procedures and equipment.
- Ability to exercise independent judgment.
- Professional and effective oral and written communication skills.
- Must be a self-starter, i.e., enthusiastic and outgoing personality.
- Ability to operate a motor vehicle. Must have valid motor vehicle operator's license and a responsible driving record.
- High school diploma or general education degree (GED).
- Preferably experience in Sales, the cellular industry and phone operations management practices and supervision.
- Basic computer and network operations such as Microsoft Window and Word, and Typing.

**E-mail your resume to [hr@cellonenation.com](mailto:hr@cellonenation.com)**

**Or mail to  
P.O.Box 3387  
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**Or fax to 406-216-3047**