

## **Sales - Retail Manager**

**Nov 2022**

### **Summary**

Instrumental Music Center (IMC) is hiring a Manager for our retail sales floor. The Retail Manager will work closely with IMC's President/Owner, General Manager, and department Coordinators to manage the daily operation of our retail sales floor.

This position requires approximately 25-35hrs/week of work on the retail sales floor, and approximately 10hrs/week of desk work including, but not limited to email communication with staff/vendors/customers, and the maintaining/recording of written store documents and procedures.

### **Minimum Requirements -**

- Team management and sales background preferred
- Willingness to learn new processes and procedures
- Ability to teach and explain complex concepts
- Proficient using word processing, database, and spreadsheet programs
- Verbal & written communication skills in English and ability to read and comprehend written/graphic and oral instructions.
- Valid AZ driver's license (this position requires the occasional operation of IMC vehicles)

### **Compensation -**

Starting Pay: \$17-\$20/hr

Hours: 40/wk, Mon-Sat, 10hr workdays, 4 days a week. Position requires 6 day availability but will be regularly scheduled for four 10hr shifts weekly.

Benefits: PTO, Healthcare assistance

Location: 7063 E Speedway Blvd, IMC retail store. The position does not have a dedicated desk/computer/phone.

Duties are not limited to, but will include:

**Staff/Store Oversight and Management-** Ensure staff is performing to the standards set by the President/Owner and General Manager. These include, but are not limited to:

- Verify that all sales, rentals, and repairs are processed and accounted for both accurately and efficiently
- Confirm the daily drawer (cards/cash) is accurate and funds are collected and accounted for correctly
- Create and maintain a daily task list for the sales staff
- Ensure that minor inventory discrepancies are corrected when they are found
- Improve store sales by demonstrating/modeling good sales techniques and mentor/coach staff into developing their own sales techniques

- Ensure the retail store is organized, neat, clean, well-stocked, etc.
- Manage and remedy sales staff concerns as needed (examples may include staff not adhering to their assigned work schedules, not staying on task, being insubordinate in any way, not adhering to IMC policies, etc.)

**Communication** - Ensure outstanding customer service by communicating early and often about customers, procedures, and other IMC items. This includes, but is not limited to:

- Using personal cell phone to communicate via text/email and to utilize certain apps
- Utilizing software (AIM/Podium/Email) to regularly communicate with customers and staff.
- Leading potential sales/customer requests that are started on your shift. Follow up on these action items and the action items of your team weekly.
- Ensuring the communications with IMC's staff and customers is positive in all interactions (via phone, in-person or written communications)
- Documenting and communicating staff concerns
- Communicating and updating ongoing projects with other Managers and Coordinators via email.

**Professional Development** – This position requires regular growth in many areas. IMC is committed to providing regular resources that we expect our Management to take advantage of. Examples include, but are not limited to:

- Attending at least 1 day of the National Association of Music Merchants (NAMM Show) each year
- Joining NAMM-provided mentorships, clinics, and webinars regularly
- Utilize IMC's "library" (sales and management literature)
- Participation weekly sales/product training
- Participation and contribution to weekly management meeting
- Participation in annual planning/recap Meetings (rental season, end-of-year, NAMM, etc.)
- Working directly with President/Owner and General Manager to improve necessary skills
- Conducting regular product research through industry contacts and vendors/manufacturers