



Employer Information

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| Organization Name: | Leaders Furniture |
| Department: | Retail Sales Team: Retail Store Managers |
| Reports To: | Territory Manager |
| Hours/Week: | 44 |
| Starting Salary: | \$500 USD/Week + Commissions + Manager Override + Bonus |

Benefits

- 401k Retirement Plan
- Health Insurance
- Dental Insurance
- Vision Insurance
- Holidays
- Paid Time Off
- Employee Discount

FLSA Status: Exempt

Prepared Date: April 19, 2024

Job Purpose

Showroom Managers are professionals within the Leaders Furniture organization and play a vital role by contributing to and maintaining the Company's culture by ensuring a world class customer service experience, as well as, assuring that the store performs beyond expectations and in a manner that is consistent with the Company's core values and vision.

Tasks

- Exceeding written and delivered sales goals each month.
- Provide a world class customer service experience by providing every customer with a low-pressure, educational, fun showroom experience.
- Promote and enforce safety procedures in compliance of company standards by eliminating any and all foreseeable hazards within the showroom and on the exterior of the building, report any concerns to the Territory Manager immediately.
- Be proactive in the recruitment of new team members, conduct interviews and be diligent in the pursuit of the best team members for your showroom.
- Conduct 30-60-90-day reviews for new team members.
- Create and maintain company culture by way of cultivating a successful, motivated, and knowledgeable sales team.
- Ongoing training with the sales team to optimize every sales opportunity.
- Seek out innovative business opportunities by way of community events, home shows, and other activities beyond the Showroom's four walls. Seek out and execute contract opportunities and designer relationships.

Work Activities

- Use sound judgment and decision-making skills.
- Analyze complex problems and recognize root cause.
- Be accountable for the safety of the showroom and take responsibility for the prevention of accidents.
- Set clear goals and expectations for team members.
- Coach and develop team members.
- Ensure that the floor is attractively merchandised, tagged, and staged to achieve optimum sales levels.
- Effectively and respectfully communicate with Customers, Supervisors, Peers, or Subordinates

Detailed Work Activities

- Maintaining 80% or higher Fabric Protection for the showroom (written and delivered)
- Maintain 80% or higher thank you cards sent to customers.
- Leading by example; meet and exceed personal goals for:
 - a. Written Sales
 - b. Delivered Sales
 - c. Fabric protection
 - d. Thank you cards
- Assist with the loading and unloading of weekly shuttle trucks and customer pickups.
- Ensure all Monthly Touch Base coaching reviews are conducted and documented by the deadline.
- Partner with Territory Manager and Human Resources to evaluate, monitor and execute appropriate employee corrective action and/or performance improvement plans timely. Maintain the integrity of inventory, inventory tracking, and inventory accountability.

Working Conditions

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to sit, stand, walk, and stoop, kneel, crouch, crawl, and push and must be able to stand for long periods of time. The employee must regularly lift and/or move up to twenty (20) pounds frequently; lift and/or move up to fifty (50) pounds occasionally. Employees are required to properly use such safety equipment as is appropriate to the work to prevent injury to self or others.

Visions

Specific vision abilities required by this job include Close vision; Distance vision; Peripheral vision; Depth perception; Ability to adjust focus.

Work Environment

Performance of the job duties will require the employee to work indoors the majority of the time and occasionally outdoors, including varying and extreme weather conditions. Duties may involve exposure to inclement weather and environmental pollutants.

Qualifications

Education and Experience

Education High School/G.E.D preferred

Skills

Basic Skills

- **Active Listening**
Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Reading Comprehension**
Understanding written sentences and paragraphs in work related documents.
- **Speaking**
Talking to others to convey information effectively.

Social Skills

- **Coordination**
Adjusting actions in relation to others' actions.
- **Service Orientation**
Actively looking for ways to help people.

Knowledge

Required

- English Language

Additional Notes

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Acknowledgement

I have read and understand the job requirements, responsibilities and expectations set forth in the job description provided for my position. I attest that I am able to perform the essential job functions as outlined with or without any reasonable accommodations.

Print Name

Signature

Date