



## RETAIL SALES MANAGER

**Department:** Sales

**Reports to:** District Sales Manager

### **Who We Are:**

B-Sew Inn is a family-owned sales organization that has been serving sewing and creative enthusiasts for over 25 years. Together with our team, we operate a successful sewing machine and service business by delivering excellence and inspiration to our guests (customers). With five retail locations in Oklahoma, Arkansas and Missouri, a Nationwide Education Sales Division based in Hawaii, an Events Sales Division, and our E-Commerce Divisions, we continue to experience healthy growth and financial stability. Our Distribution Center and Administration Offices, based in Oklahoma, provides sales support and infrastructure to enable our company to be prepared for future growth and expansion.

### **Summary:**

The Retail Sales Manager position is responsible for managing the retail store while engaging in selling a variety of sewing machines, and related products, and driving sales through excellent customer service while upholding B-Sew Inn's core values. This is a full-time position, 50 hours a week including Saturdays.

### **Essential Duties and Responsibilities:**

- Demonstrates a positive attitude and a willingness to adhere to BSI's culture, including finding a way to say "Yes".
- Directly manages multiple team members in the specified BSI Location.
- Plans, directs, or coordinates the actual distribution or movement of a product or service to the guest.
- Coordinate sales distribution by establishing sales quotas and goals and maintains training programs for retail sales consultants.
- Analyze sales statistics gathered by the team to determine sales potential and inventory requirements and monitor the preferences of guests.
- Prepares work schedules and assigns team members to specific duties.
- Oversees sales compensation records.
- Executes pricing policies on merchandise according to requirements for the profitability of store operations.
- Coordinates sales promotion activities and prepares or directs team members preparing merchandise displays.
- Supervises team members engaged in all store activities, including achieving sales goals, physical inventory, reconciling all tendering types, keeping operating records, and preparing end of day paperwork for Accountant, or performs work of subordinates, as needed.
- Prepares inventory orders to replenish merchandise on hand.
- Ensures compliance of team members with established security, sales, and recordkeeping procedures and practices.
- Answers guests' complaints or inquiries.
- Locks and secures store.
- Greets guest on sales floor and determines make, type, and quality of merchandise desired.
- Displays merchandise, suggests selections that meet guests' needs, and emphasizes selling points of article such as quality and utility.
- Demonstrates use and explains features of sewing machines and related products; answers guests' questions concerning price and use of merchandise.



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- Processes sales invoices using Point of Sales System.
- Exhibits sales skills required to achieve personal and store goals; demonstrate persistence, overcome obstacles; recognize and act on opportunities to create sales.
- Maintains knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
- Follows up with guests to assure satisfaction, respond to inquiries, solicit further sales & solve or refer problems.
- Maintain records related to sales and quotes.
- Examines defective item returned by guest to determine if refund or replacement should be made.
- Uses computer database to research availability of merchandise.
- Participates in Physical Inventory.
- Sells service contracts for machines sold.
- Cleans shelves, counters, tables, and other general retail cleaning duties.
- Helps maintain the demo-ready environment of store and sales floor.
- Update job knowledge by participating in educational opportunities.
- Carries out manager responsibilities in accordance with the organization's policies and applicable laws, including but not limited to, interviewing, hiring, and training team members; planning, assigning, and directing work; appraising performance; rewarding and disciplining team members; addressing complaints and resolving problems and other duties as assigned.

### **Qualifications:**

- High School Diploma or GED required.
- 2 years relevant management experience required.

### **Skills and Requirements:**

- Commitment to continually increasing knowledge of BSI's products to stay current on product offerings.
- Excellent customer service skills.
- Excellent time management skills and ability to multi-task and prioritize work.
- Attention to detail and problem-solving skills.
- Excellent written and verbal communication skills.
- Strong organizational and planning skills.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Ability to calculate figures and amounts such as discounts, interest, commissions, and percentages.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of guests or team members of the organization.
- Proficiency in MS Office, including email; familiarity with Google Documents and Google Drive preferred.
- Ability to work in a team-oriented environment.
- Ability to travel as needed.
- Ability to work a flexible schedule.



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### **Physical Demands and Work Environment:**

This position is in a standard retail environment with desktop business equipment and telephone calls. Noise level is moderate. While performing the duties of this job, the team member is regularly required to stand and walk for long periods of time and must constantly reach with hands, arms, and fingers; climb or balance and stoop, kneel, crouch, or crawl. Frequent hearing and talking is required. This role routinely uses standard office equipment such as computers, and phones; keyboard typing is required. This position requires the ability to occasionally lift and carry supplies and shipments up to 50lbs. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

### **Benefits Include:**

- Competitive Wages
- Group Health Insurance
- Life Insurance
- AD&D Insurance
- Optional Vision & Dental Insurance
- Vacation Days
- Personal Time Off
- Holiday Pay
- Pre-Tax Retirement Program
- Team Member Discounts