

JOB DESCRIPTION

Job Title: ProCenter Assistant Manager
Hours: ProCenters are open M-F 8am-6pm; Sat: 9am-2pm,
Work schedule assigned as needed 40 Hour week
Department:
Reports to: ProCenter Store Manager

POSITION SUMMARY

Assist Store Manager in all aspects of the store environment. Duties include maintaining excellent customer service, supporting sales and margin goals and supporting the Pro Center Team. This Assistant Manager will fill in at different Maryland Stores as needed, Rockville, Lanham and Baltimore.

ESSENTIAL FUNCTIONS

- Operates and reconciles cash registers to receive payments in the form of credit card, cash or check.
- Coordinate sales promotion activities and merchandise store front effectively
- Assist in generating new sales and customer relationships.
- Prospect, profile, identify and assist in the close of business in the small to medium size company "growth market" through consistent cold calling, networking, and other lead generation means
- Prepare quotations, based on the customer's product and service requirements
- Ensures any price increases, special promotions etc. are communicated to customers well in advance
- Responsible for all store inventories including reorders and deliveries
- Must participate in off site Assistant Manager meetings
- Must accurately prepare, communicate, and deliver the stores daily financial records to corporate including closeouts and making bank deposits daily

INDEPENDENCE/AUTONOMY

Infrequent supervision: Responsibilities are guided by general policies and procedures. Supervisor is kept informed of general direction of assignment. Supervision is limited to assigning tasks, discussing problems or reviewing results.

PROBLEM SOLVING/DECISION MAKING

- Work is somewhat diversified. Required to plan the workday and make frequent interpretations where guidance is available from immediate supervisor or existing procedures and instructions. Solves common problems.
- Work involves independent thinking, alone or in conjunction with others, with an awareness of Company policy and precedent

CONTACTS

Frequent contacts, within or outside the Company, as a Company representative in a specialized area of knowledge or technical field. Requires considerable tact and discretion, and some persuasion to obtain approvals, consent and action.

SUPERVISORY RESPONSIBILITIES

Train and coach new hire/ part-time employees to perform proper accounting procedures as they relate to closeouts, order/entry, credit/rebills, product knowledge, customer service, and store appearance.

EDUCATION QUALIFICATIONS/REQUIREMENTS

Associates degree and 2-3 years of retail sales experience or equivalent combination of education and experience.

KNOWLEDGE, SKILLS AND ABILITIES

- Superior oral communication skills
- Bi-lingual English & Spanish required
- Excellent customer relations skills.
- Excellent sales skills and ability to learn product knowledge
- Self-driven, motivated, and results oriented.
- Strong presentation, communication, organization, and time management skills
- Basic computer skills
- Must be able to work weekends and or travel to regional store locations
- Able to resolve complaints and problems as they arise from customers and employees
- Ability to apply concepts of basic algebra, such as fractions, percentages, ratios, and proportions to practical situations
- Ability to work independently and as a part of a team

CERTIFICATIONS, LICENSES AND REGISTRATIONS

- Valid driver's license
- Reliable vehicle with current registration.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

- While performing the duties of this job, the employee is regularly required to sit, stand, and walk.
- Ability to regularly lift and/or move merchandise weighing up to 50 pounds.
- While performing the duties of this job, the employee makes regular visits to customer locations and other store locations.

ADDITIONAL REQUIREMENTS

Will be required to perform other duties as requested, directed or assigned.

Must Have Skills For a ProCenter Assistant Manager.

Valid Driver's License

A reliable Vehicle to get to work with current registration and insurance

Willing to fill in at other ProCenters if needed

Good Math Skills

Sales Experience.