

Papas Small Engine Repair and Sales

Sales & Services Manager Position Description

The primary objective of this position is to assure smooth daily operations under the leadership and direction of the business owners while delivering exceptional customer service. This includes, but is not limited to the successful and timely execution of regular, routine administrative tasks, one time projects and additional duties as assigned. This position is integral to the broad implementation of customer service standards, while also providing support to owners and employees. This position requires a great deal of independent judgment, self direction and ability to work autonomously as part of a team in a face paced and busy environment.

Responsibilities Include:

- Assist in the daily operations and overall management of the business:
 - Manage the Master Schedule, keep customers informed and employees up to date on any changes in scheduling, move work orders as needed, ensure information is accurate and up-to-date, and work with owners to appropriately manage workflow and assignments;
 - Staff the front desk and perform all duties associated with the customer experience, including welcoming customers with a pleasant demeanor, answering inquiries, performing equipment intake/rental/sales and donations, answering the phone, assist in inventory and retail sales, keep lobby clean and tidy,, and act as the first line of defense for the business, paying particular attention to guarding employee and owner time;
 - Manage marketing activities as assigned to include creating and maintaining print and digital materials, signage, advertisement, social media and website maintenance. Work with the owner and designer to ensure all materials reflect the business messaging and aesthetic;
 - Process payments in person and over the phone, to include charge accounts, calling customers in default on pickup and managing all outstanding invoices;
 - Help maintain, order, track and price retail inventory and parts. Price new and used equipment, entering items into the invoice system with accurate information;
 - Manage all office supplies, keeping inventory stocked and making orders as needed or directed.

- Track and coordinate deliveries and pickup, including communicating with customers to arrange delivery and pick-up as well as working with driver to ensure scheduled deliveries are ready and payments processed.
- Coordinate human resource activities:
 - Assure company wide compliance with all local, state and federal workplace safety and labor laws;
 - Ensure the proper documentation, storage and recording of employee files;
 - Coordinate employee schedules and act as point of contact for schedule changes once approved by business owners.
- All other duties as assigned by the owners within the course of normal working conditions.

Requirements

- Three to five years in an executive administrative or project management position;
- One to two years experience in a direct customer service role;
- Exceptional professionalism, discretion and good judgment;
- Ability to work well under pressure;
- Ability to work with little supervision and maintain a high level of performance;
- Willingness to learn, take direction and ask questions;
- Consistent and predictable attendance;
- Customer-oriented and friendly;
- Strong prioritization and time management skills;
- Ability to work efficiently without compromising quality;
- Positive, proactive mindset;
- Command of the English language;
- Literacy with computers and internet technology; ability to make documents, type and perform essential functions on a computer;
- Free of any theft convictions in the last 5 years;
- Adhere to all written and verbal instructions, as well as Employee Policies;
- Able and willing to comply with a drug-free and smoke-free workplace;
- Able to lift (up to 50lbs at a time), squat, bend, and turn repeatedly;
- Able to work in a loud and noxious environment
- Able to work in proximity to gasoline, oil and other chemicals
- Able to stand for extended periods of time

