

JOB DESCRIPTION

JOB TITLE: SELLING MANAGER

DEPARTMENT: SALES

IMMEDIATE SUPERVISOR'S JOB TITLE: GENERAL MANAGER

SUMMARY OF PRIMARY JOB FUNCTION:

Sell the Company's furniture and accessories; follow up with existing and prospective customers. Use the House Call Program to assist customers in home design. Support policies and procedures plus the customer service and selling philosophies of the company. Serve in a leadership position to ensure that the fundamentals of our business run efficiently. Recruit, train and manage a team of Design professionals according to designated methods and programs. Manage applicable office/warehouse personnel. Maintain comparative sales information for the store as well as for sales staff. Maintain all aspects of the building and its security.

TYPICAL DUTIES:

*Organize store promotion preparation
Prep showroom for sales and special events as instructed
Direct product and job knowledge training of Design Consultants
Oversee Design Consultants in closing sales and saving sales as needed
Develop goals and sales plan strategies, enforcing monthly/quarterly sales standards and follow up with under-performers
Greet and treat customers with 100% enthusiasm and respect
Work closely with delivery department and other support personnel
Maintain harmony and teamwork within the Design team
Demonstrate and instruct customers in proper use of furniture, fabric and leather protection
Suggest coordination ideas and display fabric selections to assist customer with special orders
Develop and mentor a strong sales team
Write sales tickets as required
Explain manufacturer's warranty and return policy
Process credit card or take payments in cash or checks
Authorize acceptance of checks based on Company policy
Enter sales, reserve incoming stock, and look up SKU number in the computer
Authorize and input credit memo and voided sales into computer
Assist in collection of bad checks
Visit customers' homes with Store Designer
Open and close store
Balance the days business and prepare reports for accounting office as required
Make daily bank deposits as required
Attend industry educational programs and conferences as required
Monitor and enforce the following company programs: Thank-you and follow-up cards, personal 1-31 Boxes, and consistent UP's tracking
Perform other duties as required by supervisor*

EDUCATION/EXPERIENCE:

Business Management training

Associate degree preferred. Experience will satisfy degree requirement
Experience in a fast-paced retail setting with multi-tasking focus
Three years experience in supervision
Strong Interpersonal skills
Sales training and experience
Computer literate
Decorating techniques

SPECIFIC SKILLS, ABILITIES AND KNOWLEDGE REQUIREMENTS:

Exhibit excellent selling techniques and ability
Good oral and written communication skills and telephone etiquette
Good interpersonal skills
Possess and exhibit excellent management and leadership skills
Ability to promote enthusiasm within the sales team
Ability to accept responsibilities for duties assigned
Demonstrate capability of using good judgment and of making rational decisions when necessary
Knowledge of basic decorating and color coordinating techniques
Functional knowledge of the products that La-Z-Boy sells
Ability to use common office equipment
Possess basic math skills and ability to responsibly handle money
Capable of standing for long periods of time while assisting customers
Able to work weekends and holidays as required in a successful retail environment

PHYSICAL REQUIREMENTS:

Must be able to:

- 1. Stand for long periods*
- 2. Walk in and around furniture*
- 3. Bend, squat, kneel, sit and recline*
- 4. Push and pull furniture*
- 5. Appear neat, clean and professional as required by written dress code*

Date Written: 08/01/08