

Corporate Sales Manager



Department: Sales
FLSA Status: Exempt
Grade/Level:
Work Schedule: Monday-Friday

Job Status: Full Time
Reports To:
Amount of Travel Required: >50%
Positions Supervised: Sales Team

POSITION SUMMARY

Responsible for managing the sales department for Harlow's Bus Sales, Inc. The successful candidate will provide leadership to achieve and maintain success in the areas of customer/employee relations, problem solving and financial performance. In addition, this candidate must possess a strong commitment to providing excellent customer service and have a motivational presence that will encourage the sales team to perform at their highest level.

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this position.

- All positions are required to know, understand and follow all corporate guidelines as outlined in the company handbook.
- All positions are required to follow federal, state, local and company safety guidelines and procedures at all times while working on company premises or doing company business.
- All positions will at time be required to perform company related duties beyond the scope of the job title and description.

Essential Functions Statement (s)

- Resolve customer complaints regarding sales and service.
- Monitor customer preferences to determine focus of sales efforts.
- Direct and coordinate activities involving sales of manufactured products, services, commodities, real estate or other subjects of sale.
- Determine price schedules and discount rates.
- Review operational records and reports to project sales and determine profitability.
- Direct, coordinate, and review activities in sales and service accounting and recordkeeping, and in receiving and shipping operations.
- Confer or consult with department heads to plan advertising services and to secure information on equipment and customer specifications.
- Advise dealerships on policies and operating procedures to ensure functional effectiveness of business.
- Prepare budgets and approve budget expenditures.
- Represent company at trade association meetings to promote products.

- Plan and direct staffing, training, and performance evaluations to develop and control sales and service programs.
- Visit franchised dealers to stimulate interest in establishment or expansion of leasing programs.
- Confer with potential customers regarding equipment needs and advise customers on types of equipment to purchase.
- Oversee regional and local sales managers and their staffs.
- Training and Teaching Others - Identifying the educational needs of others, developing formal educational or training programs or classes, and teaching or instructing others.
- Developing and Building Teams - Encouraging and building mutual trust, respect, and cooperation among team members.
- Direct clerical staff to keep records of export correspondence, bid requests, and credit collections, and to maintain current information on tariffs, licenses, and restrictions.
- Direct foreign sales and service outlets of an organization.
- Assess marketing potential of new and existing store locations, considering statistics and expenditures.

POSITION QUALIFICATIONS

Education: Bachelor's Degree in business-related field or equivalent experience

And

Experience: 10 or more years of sales management experience. Experience may satisfy the education requirement

Knowledge Required

- **Mathematics** - Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.
- **Sales and Marketing** - Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
- **Computers and Electronics** - Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
- **English Language** - Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- **Customer and Personal Service** - Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **Administration and Management** - Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Skills Required

- 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.
- Speaking - Talking to others to convey information effectively.
- Mathematics - Using mathematics to solve problems.
- Time Management - Managing one's own time and the time of others.
- Service Orientation - Actively looking for ways to help people.
- Persuasion - Persuading others to change their minds or behavior.



- Social Perceptiveness - Being aware of others' reactions and understanding why they react as they do.
- Reading Comprehension - Understanding written sentences and paragraphs in work related documents.
- Monitoring - Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Active Learning - Understanding the implications of new information for both current and future problem-solving and decision-making.
- Negotiation - Bringing others together and trying to reconcile differences.
- Judgment and Decision Making - Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Coordination - Adjusting actions in relation to others' actions.
- Instructing - Teaching others how to do something.
- Critical Thinking - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Management of Personnel Resources - Motivating, developing, and directing people as they work, identifying the best people for the job.
- Complex Problem Solving - Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Writing - Communicating effectively in writing as appropriate for the needs of the audience.
- Learning Strategies - Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- Operations Analysis - Analyzing needs and product requirements to create a design.
- Management of Financial Resources - Determining how money will be spent to get the work done, and accounting for these expenditures.

Abilities Required

- **Oral Expression** - The ability to communicate information and ideas in speaking so others will understand.
- **Oral Comprehension** - The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Speech Recognition** - The ability to identify and understand the speech of another person.
- **Speech Clarity** - The ability to speak clearly so others can understand you.
- **Written Comprehension** - The ability to read and understand information and ideas presented in writing.
- **Problem Sensitivity** - The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- **Inductive Reasoning** - The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- **Information Ordering** - The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- **Originality** - The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.
- **Deductive Reasoning** - The ability to apply general rules to specific problems to produce answers that make sense.
- **Written Expression** - The ability to communicate information and ideas in writing so others will understand.



- **Fluency of Ideas** - The ability to come up with a number of ideas about a topic (the number of ideas is important, not their quality, correctness, or creativity).
- **Near Vision** - The ability to see details at close range (within a few feet of the observer).
- **Category Flexibility** - The ability to generate or use different sets of rules for combining or grouping things in different ways.
- **Mathematical Reasoning** - The ability to choose the right mathematical methods or formulas to solve a problem.

PHYSICAL DEMANDS

Physical Demands

Stand	O (Occasionally)	Lift/Carry 10 lbs or less	O (Occasionally)
Walk	O (Occasionally)	11-20 lbs	O (Occasionally)
Sit	F (Frequently)	21-50 lbs	O (Occasionally)
Handling / Fingering	F (Frequently)	51-100 lbs	O (Occasionally)
Reach Outward	O (Occasionally)	Over 100 lbs	O (Occasionally)
Reach Above Shoulder	O (Occasionally)	Push/Pull	
Climb	O (Occasionally)	12 lbs or less	O (Occasionally)
Crawl	O (Occasionally)	13-25 lbs	O (Occasionally)
Squat or Kneel	O (Occasionally)	26-40 lbs	O (Occasionally)
Bend	O (Occasionally)	41-100 lbs	O (Occasionally)

N (Not Applicable)

Activity is not applicable to this occupation

O (Occasionally)

Occupation requires this activity up to 33% of the time (0-2.5+ hrs/day)

F (Frequently)

Occupation requires this activity 33%-66% of the time (2.5 – 5.5+ hrs/day)

C (Constantly)

Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____

Prepared by: _____

Date: _____

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the Company reserves the right to change this job description and / or assign tasks for the employee to perform, as the Company may deem appropriate.

