

Position Title: Residential Sales Manager

Department: Sales

Reports To: VP of Sales

FLSA Status: Exempt

General Summary:

The Residential Sales Manager is responsible leading and supporting the residential field sales team and external sales partners. Responsibilities include recruiting, training, and guiding the members of this team. This individual will lead from the front, which includes traveling in the field, side-by-side selling, and selling directly to consumers to set an example for the team. This position will also own residential sales quotas and will implement strategies to achieve them.

Essential Job Functions:

- Manages Direct Sales Reps and external sales partners.
- Heavy emphasis on recruiting, hiring, and prospecting.
- Conducts personnel reviews to measure job performance.
- Mentors employees to ensure equitable treatment of all staff members in accordance with company policy and practices, and to be certain they are doing their best for themselves and the company.
- Coordinates and leads training of the sales team via internal and external resources.
- Resolves escalations of sales issues as needed.
- Executes local sales events with team.
- Ensures that the sales team and partners are trained on products and services.
- Develops partnerships with new external sales partners.
- Provides analytics, reporting, and other operational support as needed.

Knowledge, Skills, and Abilities:

- Knowledge of direct sales processes and associated sales skills.
- Ability to track and manage sales performance.
- Ability to negotiate issues with customers and take on escalations from Sales Reps.
- Knowledge of company products and service.
- Knowledge of company policies and procedures.
- Skill in oral and written communication.
- Skill in identifying problems and resolutions.
- Ability to communicate with customers, co-workers, and various business contacts in a professional and courteous manner.
- Ability to work with numbers and calculations.
- Ability to manage multiple projects and deadlines in fast paced environment.
- Knowledge of telephone and internet operations and subscriber service concerns a plus.

Education and Experience:

High school diploma required; 2 or 4 year degree preferred, with a minimum of five years of sales and/or sales management experience. Prior management experience preferred.

Physical Requirements:

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X
Hearing: Must be able to hear well enough to communicate with employees and business contacts.				X
Standing/Walking:		X		
Climbing/Stooping/Kneeling:		X		
Lifting/Pulling/Pushing:		X		
Fingering/Grasping/Feeling: Must be able to write, type, and use phone system.				X

Working Conditions:

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Good working conditions; may involve occasional exposure to some of the elements listed above.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

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