



Sales Manager/Supervisor

Summary:

The Sales Manager/Supervisor is responsible for developing a positive Petland culture on the sales floor by managing and directing a results oriented team of Pet Counselors that consistently meets or exceeds sales goals and objectives by delivering the Petland mission; *"matching the right pet with the right customer and ensuring the needs of both are met"*.

Job Requirements:

- Ability to manage and motivate the sales team to ensure that business sales goals are met by working effectively with General Manager and Store Franchise Owner.
- Exceptional sales skills and strong communication, both oral and written.
- Must exhibit high energy and enthusiasm on the sales floor at all times.
- Ability to follow Point of Sale (POS) operating systems and execute directions from General Manager and/or Store Franchisee owner in a timely manner.
- Flexibility and stamina to work full time retail hours including weekends and holidays.
- Ability to perform basic computer skills utilizing Microsoft Word.

Responsibilities:

- Train, motivate and develop Pet Counselors.
- Must have a strong, active floor presence by consistently directing Pet Counselors toward interactive customer service throughout all sections of the store.
- Must be an active participant of the sales team. The sales manager/supervisor will be expected to meet or exceed personal sales goals on a monthly basis.
- Must use the Petland Mission, 5-Step Sale and 4-Basic Needs sheets to ensure that all the animals receive the required care by providing ongoing, knowledgeable customer service.
- Maintain a high standard of appearance and professionalism and to ensure the staff does the same by maintaining good hygiene and the proper Petland uniform at all times.
- Ensure that employees maintain strong customer counts, high average ticket sales (dollars per hour) through monitoring and ongoing review of each employee's sales numbers.
- Assist with opening and/or closing procedures and protocols of the store.
- Positively impact staff morale and culture to enhance sales performance.
- Perform other duties as assigned by the General Manager and/or Store Franchisee in a timely, efficient manner.

Experience:

- Ideal candidates should have at least two to three years of retail sales experience in a fast paced, hands-on, direct selling environment.
- Previous sales management experience is desirable.
- Experience working in a pet store, restaurant and/or hotel customer service capacity is a plus.
- Hands-on knowledge working with and/or caring for pets (i.e., birds, reptiles, small animals, fish and dogs) is a big plus.
- Must provide 2-3 references from past employers, directly from a previous manager, who knows historical work performance.

WE OFFER:

- Training program to maximize performance
- An exciting work environment in which everyone works together in a team environment
- Competitive salary with commission and/or bonus available for star performers
- Paid time off for qualified employees
- Profit sharing for qualified employees

ABOUT US:

Petland Robinson (located across from IKEA) is a Full-Service Specialty Retail Store.

It is our desire at Petland to make a difference in the communities we serve. For more than 45 years, Petland has been the retail pet industry leader in the area of animal care with ongoing staff training programs, in-store animal husbandry systems and Adopt-A-Pet programs aimed at placing homeless pets and curbing pet overpopulation in the community. Petland is a global leader in the pet retail industry with more than 200 locations worldwide.