

Office Manager and Inside Sales Representative Needed for A Signage Company in Arbutus

As the Office Manager, the person is responsible for the efficiency, profitability, and overall performance of the Signage Company. As the Inside Sales Representative, the person is responsible for all inside sales as well as some time prospecting sales through community or business networking events.

Responsibilities: Employees: Assist owner in onboarding new employees. Train, motivate, schedule, and coach employees. Resolve personnel disputes and related problems privately and in a timely manner. Participate and provide input in semi-annual performance reviews. Provide *immediate* coaching as necessary. Post sales goal and motivate employees to reach sales goal. Schedule and facilitate center meetings as needed. Oversee overall schedule and workflow between sales and production. Manages POS system and printing daily work orders for installers. Acts as first point of contact for all employee related issues. Other duties as assigned.

Customers: Point of contact for walk-in, email, Ecommerce, and telephone sales and inquiries. Communications with customers are courteous and professional always. Evaluate and maximize quality customer service and high customer satisfaction. Monitor customer survey results and address any negative feedback in our surveys immediately. Maintain 90% customer satisfaction ratings based on survey responses.

Operations, Sales & Marketing: Assist with implementing store marketing program. Lead and referral follow-up, estimation preparation with follow-up. Create/Maintain pricing and proposal models. Collect 50% deposit from clients on all jobs. Always meet customer requirements. Manage CRM database (Click-to-Sell) accuracy and efficiency. Manage the inventory purchasing process. Coordinating custom orders with outside sales as needed. Manage inside sales for "house accounts"; determine pricing, order materials and schedule work. Review large subcontract orders for accuracy. General knowledge of design and production. Know center financial benchmarks and monitor WIP Summary accuracy. Adhere to all company policies, procedures and business ethics codes. Manage store maintenance. Meet monthly sales goals. Other duties as assigned.

Administrative: Responsible for paperwork: POS entry, Work Orders, Credit Approval, Payments and AR's, Artwork approval, and reporting. Responsible for Collections of Accounts Receivables. Maintain an attractive retail environment. Other duties as assigned.

Attributes/Skills Required: Academic and Experience Qualifications: High School Diploma, some college. 3 years' experience in customer service, accounts receivables and invoicing. 2-3 years of office management experience. Proficient with Microsoft Office and POS type systems. Ability to resolve problems. Ability to communicate providing verbal feedback in a professional manner. Communicate in a positive way with customers, employees, and vendors. Personable: Ability to interact with a wide variety of people from all backgrounds and walks of life. Demonstrates effective leadership skills and take-charge attitude. Adaptable: Adapt to various situations and personalities. Patience: Ability to stay calm in every situation. Knowledgeable: Knowledge of this signage company products and services. Excellent time management with the ability to meet fast paced project demands & deadlines. Multi-tasker and Organized: ability to handle several projects concurrently. Schedules are clear and organized. Demonstrates high level of emotional maturity. Other duties as assigned.

Employment contingent on background check.

Salary: starting at \$50,000 annually, Bonus tied to Sales Goals

Benefits: Health insurance, 401k, PTO. Probationary waiting period

Working Hours: Monday- Friday 8:30AM-5:00PM

Location: Arbutus

Qualified job seekers can send their resume to: eminarick@aawdc.org