



Pella Products of Houston

8781 West Road – Suite 100 – Houston, TX 77064

Retail Replacement Sales Manager

Position Overview:

The Retail Replacement Sales Manager is responsible for leading a team of professional in-home sales consultants whose objective is to grow market share by gaining the homeowner's trust and closing the sale. Achieve team sales goals by coaching, motivating, and developing team members' consultative selling techniques using the Pella Replacement Sales Process. Positively influencing the sales team to minimize errors, protect contribution margin goals and manage rebates to ensure profitability. Encourage team commitment to continually strive for 100% "Very Satisfied" customers.

The Retail Replacement Sales Manager's (RSM) primary duty is to develop an effective sales team. The RSM is required to devote over 50% of their time each workweek in the field with sales consultants observing and coaching effective selling skills.

Responsibilities/Accountabilities:

- Achieving team sales and customer satisfaction goals and objectives.
- Growing market share by coaching sales consultants on overcoming objections and reinforcing closing techniques during all customer interactions.
- Achieving team profitability goals through building value, managing rebates and controlling error-rates.
- Recruiting, selecting, onboarding, and retaining high performing sales consultants with HR support.
- Partnering with sales consultants to represent Pella to prospective homeowners, professional group invitations and home shows to discuss and/or present Pella products.
- Assigning opportunities by matching sales consultant's skill level to perceived project difficulty and sale potential.
- Fostering a cooperative team environment conducive to the sharing of best practices pertaining to sales challenges and competitive market information.
- Promoting independent decision making while striving for first-time resolution on all customer issues. Responding to escalated customer concerns with sales consultant's involvement.
- Collaborating with Service/Operations teams to ensure complete and successful installations.
- Managing, developing and coaching assigned Showroom/Inside Sales team members to ensure consistent presentation of Pella products and exceptional customer service.
- Interacting with Accounts Receivable department to address any potential billing/payment issues with customers.
- Assisting Sales GM with developing marketing tactics and events.
- Assisting in the development of annual budgets and monthly forecasts.
- Developing presentation to communicate performance to a variety of Pella audiences.
- Working variable, non-traditional hours making themselves available for sales consultants and customers during evenings and weekends.
- Leveraging customer database tools to develop sales consultants' ability to manage all customer interactions.

Skills/Knowledge

- Coach sales consultants to:
 - Deliver consistent, effective presentations to build trust and close sales
 - Provide superb customer service and generate referrals through existing customers
- Create a sense of trust and reliability with team members and customers
- Skilled at relating to a variety of people - balances poise and integrity with a service mentality
- Works collaboratively with team members and customers



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- Thrives on working in a fast-paced environment with a high sense of urgency and responsiveness to internal and external customer needs
- Possesses strong problem-solving skills and work ethic
- Demonstrates confidence balanced with humility
- Ability to persevere through sales challenges and setbacks
- Ability to motivate and persuade others in order to influence change and shift paradigms
- Seeks out internal experts and utilizes their knowledge
- Exercises independent decision making; working well without close supervision but always keeping their manager informed
- Focused on details and follow through
- Proficiency with Microsoft Office and smart devices, and ability to learn internal software programs and applications

Qualifications

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

Education and/or Experience

Bachelor's degree (B. A.) from four year college or university; or three to five years related experience and/or training, or equivalent combination of education and experience. Individual's motor vehicle record must also comply with company requirements. Must have the ability to manage multiple-tasks in an environment of constant interruptions and be able to prioritize responsibilities.

Language and Communication Skills

Ability to read and analyze documents related to contracts and work documents. Ability to write reports and business correspondence. Ability to verbally present information and respond to questions from customers, managers, and the general public.

Professional Skills

Must present a clean and neat physical appearance and strictly abide by company dress code serving as a role model for other employees, customer and visitors.

Reasoning Abilities

Ability to solve practical and arithmetic problems and deal with a variety of concrete variables in situations where only limited standardization exists.

Physical Demands

While performing the duties of this job, the employee is regularly required to drive an automobile, stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds and frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds using proper lifting techniques. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus. The noise level in the work environment varies between low to moderate in administrative offices and to moderate on construction sites.

Travel

The vast majority of travel will be local. Must be able to drive to showrooms, job sites and customer/contractor locations and required company functions at various locations.



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Job Title	Retail Replacement Sales Manager
Job Code	05522
FLSA Status	Exempt
Band	Manager/Team Leader
Department	Sales
Reports to	General Manager, Sales
Approval Date	