



R O M E R I L S

## Sales Manager (Tools Department)

### About us

Romerils is one of Jersey's largest, independently owned and managed businesses. We have been up and running for 65 successful years and pride ourselves on our reputation for excelling in customer service.

### About the job

We are seeking a highly-motivated Sales Manager to join our busy Tools Department which sells varying ranges of tools, accessories, work wear and other associated items.

You will have proven management experience, attention to detail, common sense and the ability to work on your own initiative.

For a full job description, please visit [www.romerils.com/careers](http://www.romerils.com/careers)

### What we can offer

If you are ambitious, unafraid of hard work and looking for an excellent, friendly working environment with a competitive salary; please complete an application form and send it with a covering letter to:

Kim Royle, HR Manager, Romerils, Dumaresq Street, St Helier, Jersey, JE1 3UT or [kim.royle@romerils.co.je](mailto:kim.royle@romerils.co.je)

*We are happy to receive your CV along with an application form, but a form must be completed. These are available from [kim.royle@romerils.co.je](mailto:kim.royle@romerils.co.je), [www.romerils.com/careers](http://www.romerils.com/careers) or our 1st floor reception in Dumaresq Street*

Five years' residency is required.



# R O M E R I A L S

## **JOB DESCRIPTION**

### **Sales Manager**

#### **Tools**

#### **Our Vision**

In our retail home interiors, trade centre and ecommerce businesses our vision is to be the 'Best of the Best' in customer service. We know and engage with our customers, which gives us knowledge on delivering what they want.

'Best of the Best' is at the heart of all we do, and we aim to achieve this through the excellence of our people.

#### **Our People**

To be able to deliver our vision, we need self-motivated, passionate people who can offer quality customer service whilst performing with honesty and integrity. We provide a friendly, enjoyable and supportive work environment.

#### **The Department**

The Tool Department sells varying ranges of tools, accessories, work wear and other associated items.

#### **The Role**

The role is to;

1. To maximise every sales opportunity at the highest level of profitability
2. To maximise the company's profitability by the efficient use of all resources and the minimisation of profit-losing activities.

#### **Reporting Lines**

Reports to the Departmental Manager or in his absence the Managing Director.

#### **Standards**

- ✓ Every employee is expected to be honest and trustworthy in their dealings with customers, colleagues and the company.
- ✓ Nothing less than excellent customer service is acceptable with both external and internal customers
- ✓ A high standard of confidentiality is required with our working practices and operating systems
- ✓ All staff are expected to work as part of the team
- ✓ All staff are expected to work efficiently and accurately
- ✓ All Standard Operating Procedures (SOPs) must be followed at all times

## PERSON SPECIFICATION

### Knowledge of:

Commercial Industry

### *Beneficial but not Essential:*

Knowledge of the Construction Industry

Tools – the different types of tools, or equipment – legislation regarding knives etc. is beneficial but not essential.

### Skills required:

Selling	People management	Numerate
Initiative	Problem solving	Prioritisation
Self-management	Time management	Driving license
Team building	Negotiation	Organisation
Planning	Financial awareness	

Ability to work with confidence and with appropriate level of authority

Ability to read, write and speak English to a high standard

### Attributes

Professional	Flexible	Reliable
Logical	Accurate and eye for detail	Organised
Common sense	Calm under pressure	Meets deadlines

## PRINCIPLE DUTIES

The manager will demonstrate considerable initiative in all areas of management and specifically in sales performance. He/she will recommend improvements in use of resources, including personnel, and will work within the broad directives of Senior Management, reporting and seeking advice when appropriate.

He/she will also organise activities to deliver the best care for customers possible in all aspects, including enquiries, sales, deliveries, complaints and after-sales service. He/she will keep in complete confidence prices, discounts, profit margins, company performance, personnel details and similar commercial information and only discuss these matters with Senior Management.

He/she has overall responsibility for the efficient operation of the Department, to include, but not exclusive to:

1. Assisting the company in fulfilling its mission statement.
2. The efficient management of the department.
3. The effective use of personnel.
4. Working within financial constraints.

5. To maximise all sales opportunities.
6. To negotiate with suppliers on all matters, but especially concerning supply and costs.
7. To gain a thorough technical knowledge of all products and applications, including their features and benefits.
8. To ensure security of products.
9. To make recommendations regarding materials and suppliers.
10. To ensure customer care is exercised to its maximum.
11. To implement all company policies and procedures.
12. To be aware of other departments' products and services.

## **SPECIFIC DUTIES**

### **Team Management**

1. Directly responsible for sales consultants.
2. Setting the performance management criteria of staff.
3. Indirectly responsible for any employee whilst working in the department on secondment or loan.
4. Responsible for team inductions, training and development and performance management.

### **Products and stock**

1. Recommend and manage a portfolio of goods for sale.
2. Recommend new suppliers and prices.
3. Negotiates terms and conditions of supply with suppliers.
4. Responsible for the pricing of quotes.
5. Responsible for the supply, storage, sale and delivery of all materials in the correct quantity and quality at the correct time.
6. Organise, undertake and record accurate stock records at intervals determined by Senior Management.
7. Attend and participate in regular meetings with the sales director.
8. Maintain storage and display areas in a clean and tidy condition.

### **Planning**

1. Plan, allocate and organise work to departmental employees.
2. Ensure materials arrive and are available for sale according to needs.

### **Financial**

1. Pricing of materials and allocation of discounts.
2. Achieving financial targets, including gross profit and manpower costs.

### **Systems**

1. Recommend, develop and maintain systems of work.
2. Adhere to established systems and monitor and control accordingly.

**Training**

1. Help organise, implement and support all areas of training, especially product knowledge and customer care.

**Marketing**

1. Initiate and contribute to all marketing activities.

**Changes**

Because of the ongoing diversification of our business, this job description will inevitably change. There will be the need, from time to time, to undertake other activities that fall within the capabilities of the role holder, as directed by management.