



## *Job Description*

### **Office Manager**

**Salary Range:** \$30,000 - \$55,000 annually

**Working Hours:** Monday – Saturday (40+ hrs a week) Varies by location

#### **Job Summary:**

Super Stone, Inc. are pioneers of the decorative concrete industry serving concrete contractors with quality products, support, and training for over 50 years. Super Stone's headquarters is located in Miami, FL with additional fully stocked warehouses.

This position is responsible for the day-to-day operations of Super Stone HQ ensuring that it runs smoothly, is clean and meets sales goals with the aid of a sales, shipping, and warehouse staff. The job also requires inventory management, account reconciliation, shipping compliance, staff management, policy & procedure management and driving sales. The specific duties and responsibilities may change or be increased as assigned and include, but are not limited to:

#### **Principal Duties and Responsibilities:**

- Oversee all sales and service for Super Stone HQ and manage additional locations performance and procedures. Ensure quality customer service is being delivered with every transaction at every location.
- Ensure proper scheduling for your location, and scheduling, in a timely manner, when support staff is needed for additional locations.
- Prepare and track estimates, purchase orders & invoices as well as Q/C sales and shipping transactions.
- Conduct monthly inventory audits inventory, Q/C store transfer requests, and supervise product returns.
- Ensure staff are trained and reminded of product procedures (ex: inventory is being rotated for first in/ first out process) in addition to assisting with creating and amending policies and procedures.
- Manage preferred customer accounts thru exceptional customer service including resolving customer issues and ensuring accountability for yourself and your staff.
- Prepare quotes, cross-sell and periodically review sales reports for pricing accuracy.
- Answer phone calls, collect and distribute mail daily, and greet customers.
- Reconcile cash drawers daily and conduct daily bank cash deposits. Prepare daily sales balance and refund report daily.

- Review daily sales transactions to ensure policy and procedure is being followed.
- Build stronger customer loyalty thru weekly calls to customers for feedback, thank them for their continued business.
- Promote and register a minimum of 2 attendees for the monthly Super Stone 2 Day Seminar.
- Maintain records of work assignments & accomplishments.
- Adhering to the Opening and closing procedures for store location and securing warehouse.
- Ensure office area is neat and orderly (taking out trash, cleaning bathrooms, cleaning showroom & warehouse floors, dusting, and cleaning windows., well supplied and equipment is functioning properly, and changing a/c filter monthly).
- Maintain showroom and ensure latest products are displayed along with up-to-date slideshow on TV monitor.

**Education & Language:**

- Associates degree or High School Diploma or GED with two (2) years equivalent business experience.
- Preference will be given to candidates with industrial supply retail sales experience.
- Able to read, write and converse in English & Spanish preferred.

**Experience, Knowledge, Skills and Abilities:**

- Minimum of two (2) years of experience in management and sales; product knowledge highly preferred.
- Willing to learn products, specifications and standards, be receptive to feedback and embrace continuous improvement opportunities.
- Experienced in Microsoft Office, Outlook, & QuickBooks.
- Must be customer service oriented and able to interact with the public and vendors in a professional manner.
- Able to present a professional image to customers, with strong oral and written communication skills.
- Able to work independently and in a team environment.
- Strong leadership skills and able to effectively supervise staff.
- Prior experience in POS applications, inventory control, tracking and cycle-count experience.
- Ability to work efficiently in a fast-paced environment and be detailed-oriented with good organizational skills.

**Physical Demands & Working Conditions:**

- Pre-employment drug and background screen; random drug testing applies.
- Must be able to lift 35 lbs.