

Top Shelf Closets & Glass Inc.

Job Description

Position	Sales & Operations Manager - Full-service Division		
Department	Sales and Installation Division	Reporting To:	AGM
Work Location:	Office and job site		

Position Summary:

We are seeking a dynamic and results-driven Manager to oversee the daily operations, sales, and growth of Top Shelf's Full Service/Retail Division. The ideal candidate will possess strong leadership skills, a proven track record of driving sales growth, and experience managing operations within the manufacturing or retail sector. The candidate will be responsible for the seamless integration of sales, marketing, customer service, production, and logistics, ensuring operational efficiency and the delivery of high-quality products to our customers.

Key Responsibilities:

1. Sales Management:

- Lead and motivate the sales team to consistently meet or exceed sales targets.
- Develop and implement strategies to drive new business and grow the customer base.
- Build and maintain strong relationships with key clients, contractors, and distributors.
- Monitor market trends, competitor activity, and customer feedback to identify sales opportunities.
- Oversee the development and execution of promotional campaigns and pricing strategies.

2. Operations Management:

- Oversee day-to-day operations, including design, quoting, scheduling, and quality control.
- Ensure on-time delivery of products, working closely with the production and install teams.
- Optimize operational processes to reduce costs, improve productivity, and enhance customer satisfaction.
- Manage the budgeting and financial planning processes, ensuring financial targets are met.
- Ensure compliance with safety, health, and environmental regulations in all aspects of the business.

3. Team Leadership & Development:

- Recruit, train, and develop a high-performing team across all departments of Full-service.
- Foster a positive work culture that encourages collaboration, accountability, and continuous improvement.
- Provide ongoing coaching and support to sales, customer service, and operational staff.
- Conduct regular performance reviews and establish clear performance goals.

4. Customer Service & Quality Assurance:

- Oversee customer service operations to ensure timely and effective resolution of client issues.
- Ensure high-quality standards are maintained for all shelving and shower door products.

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- Implement customer satisfaction programs to continuously improve the overall customer experience.

Job Specification:	
Qualifications and requirements	<ol style="list-style-type: none"> 1. Primary Experience: <ul style="list-style-type: none"> • Proven experience in a managerial role within the manufacturing or retail sector. • Demonstrated ability to drive sales growth and manage operations effectively. • Strong leadership and team management skills. • Ability to inspire and motivate a team to achieve business goals. • Excellent verbal and written communication skills. • Strong interpersonal skills to build relationships with team members, customers, and stakeholders. • Ability to develop and implement effective business strategies. • Strong problem-solving and decision-making abilities. • Understanding of the integration of sales, marketing, customer service, production, and logistics. • Knowledge of operational efficiency and quality control processes. 2. Educational Background: <ul style="list-style-type: none"> • A degree in business administration, management, or a related field is often preferred. • Additional certifications in leadership or management can be a plus. 3. Technical Skills: <ul style="list-style-type: none"> • Proficiency in using business management software and tools. • Familiarity with data analysis and performance metrics.
Working conditions & Physical Requirements	<ul style="list-style-type: none"> • Will primarily be working from Office • Need based job site visits
HSE responsibility	Demonstrate commitment to Health Safety and Environment.