

JOB DESCRIPTION

Sales & Service Manager (REMOTE)

TITLE: Sales & Service Manager

RESPONSIBLE TO: Owner

SUPERVISES: Cleaning Technicians, Trainers, Team Leads

Purpose of Position: To convert leads to sales, correct service failures, assure outstanding customer satisfaction, relations, and communications.

Duties & Responsibilities:

Sales - Assure leads & prospects are followed up on and converted

Maintain or improve prospect conversion

Document, track, measure (leads, conversions)

Submit weekly reports to Management

Inform the Scheduling Coordinator when a time-slot has been filled

Documentation in database

Maintain daily/weekly stats

Customer Service – Handle (or return-call) all customer complaints timely

Arrange re-cleans, and follow ups.

Involve Management when a customer cannot be satisfied or severe issues

Coach offending Cleaning Technician

Make recommendations to management regarding trends, changes

Document complaints, issue complaint forms to Cleaning Techs

Make recommendations to Management for Cleaning Tech discipline or termination

Manages sales/customer service resources (SOPs)

Other Duties as required

Results Expected:

Send 1.5 quotes per hour

Convert prospects to sale at 40% or higher

Book every converted lead timely

Correct service failures, convert to raving-fan status

High customer satisfaction through communication

Quality service, customer satisfaction (low cancels, good online reviews)

Improve Cleaning Tech quality & skill

Understand and monitor sales trends

Authority:

100% discretion on re-cleans, discounts, refunds

100% Cleaning Tech reprimand, correction

100% discretion over turning down problematic jobs / customers

Minimum Qualifications: 1 year sales, 1 year customer service experience, some computer skills, email, articulate correspondence, friendly, quality voice

High speed internet: high-speed DSL, Broadband, or Fiber-optic

Reliable computer; preferably Mac