

Sales Center Manager

Department: Sales

Reports To: Sales Manager

Location: Sales Center – Sandusky Ohio

Position Overview

JDM Outdoors is seeking a motivated and customer-focused Sales Center Manager to lead daily operations at one of our retail locations. This role combines **sales leadership, customer experience, and operational execution** to drive store performance and growth.

The ideal candidate is energized by working with customers, managing a retail environment, and delivering results in a fast-paced, hands-on sales setting.

Key Responsibilities

Sales and Customer Experience

- Greet and engage all customers, delivering a high-quality in-person buying experience
- Guide customers through product selection, custom options, and purchasing decisions
- Be the product expert for your customers. Know the product and process that make JDM Outdoors
- Manage the full sales process, including discovery, quoting, and closing
- Consistently meet or exceed monthly sales goals
- Communicate lead times, pricing, and expectations clearly and accurately
- Enter and submit orders accurately through company systems
- Respond to customer inquiries, emails, and calls promptly

Store Operations and Merchandising

- Manage inventory levels, recorders, and display units as directed
- Maintain detailed and up-to-date inventory and order records

- Communicate with the corporate and customer care teams to ensure smooth order processing
- Assist customers with the loading of furniture as needed. (Note: customers are responsible for tying down and securing their furniture.)
- Assist facilities team with maintaining displays to be inspirational and presentable to customers.
- Cultivate customer interaction related to custom projects.
- Complete the discovery form, follow up with questions and quotes to assist with closing the custom project sale.
- Plan personal time off that does not conflict with peak times or special events.
- Present accurate lead times and expectations to customer.

Community & Market Engagement

- Build awareness and relationships within the local businesses and organizations
- Represent JDM Outdoors at local events
- Attend JDM Corporate meetings and events, whether in-person or online.

Additional Responsibilities

- Support additional sales initiatives, projects, and team needs as assigned

Qualifications

- Previous retail sales or customer-facing experience preferred
- Self-motivated with a results-driven attitude
- General knowledge of construction or outdoor products is a plus
- Strong communication and interpersonal skills
- Ability to manage multiple sales channels – in person – phone – online
- Basic computer proficiency (order entry, email, reporting systems)
- Social media and online proficiency