

Job Description-Assistant Sales Manager

General Description / Purpose

- Manage the daily operations of the store ensuring sales goals are met, policies & procedures are followed, and superior customer service is delivered
- Supervise retail staff including but not limited to hiring, firing, disciplinary action, commendations, evaluations, scheduling, and training
- Ensure store is opened and closed in accordance with company policy
- Ensure safety of all customers, employees, and visitors

Work Schedule

- Typical work hours:
 - Facility Hours
Mon-Fri: 10am-8pm
Sat-Sun: 9am-7pm
 - Opening shifts may be required to begin their shift up to one hour prior to open and closing shifts may be required to work up to one hour after close
 - After hour shifts to accommodate special circumstances, such as physical inventory, special events, or restocking may be occasionally assigned at the discretion of management
 - Schedule may vary from week to week in the best interest of the company, however reasonable schedule preferences may be granted at the discretion of management
 - Hourly Full-time Non-Exempt position estimated at 30-40 hours per week or Hourly Part-time Non-Exempt position estimated at less than 30 hours per week
 - Occasional overtime depending on special events held at the facility with pre-approval from management

Primary Responsibilities

- Supervise staff ensuring all customers are greeted and their needs are met while on the retail floor or shooting range
- Mentor and train staff members in accordance with company policies
- Provide guidance with customer disputes, pricing errors, cash handling, security, range concerns, stocking, etc
- Ensure proper protocol is followed to guarantee that store is opened and closed with fully stocked and faced shelves
- Ensure staff is keeping work area clean and organized at all times
- Listen to staff concerns and implement improvement initiatives where appropriate
- Work with management team to ensure sales goals are met and margins are maintained
- Advanced knowledge of company's mission, purpose, and goals
- Master operation of retail equipment -- cash registers, inventory scanners, telephones, paging system, and range equipment
- Thorough knowledge of the facilities security policy and procedures
- Master operation, demonstration and explanation of merchandise -- Understand and be proficient in restricted and non-restricted sales, refunds/returns, Consignment, Gift Cards, Member and Non-Members use of the facilities

- Stay current on product knowledge, general firearms laws and safety procedures
- Understand and be proficient in firearms sales and forms as required by Federal and State and Local laws; Form 4473, Multiple Handgun Sale (MHS) Form, Call procedures and Response Implications
- Knowledge of gun rentals, range equipment and, basic gunsmithing
- Knowledge of all rental machine guns and the ability to demonstrate their operation to customers while supervising the machine gun rental
- Dress appropriately for position adhering to facility dress code
- Other duties as assigned

Essential Knowledge, Skills, & Education

- Strong reading, writing, and arithmetic skills required. High school diploma or equivalent required, associate's in business preferred
- 3 years' experience in retail required, preference in firearms industry
- Ability to meet & exceed sales goals -- proven Sales Success
- Ability to inspire, mentor, and motivate a staff
- Great Customer Service, communication, and organizational skills.
- Must be able to multitask.
- Ability and willingness to work cooperatively with others.
- Knowledge of Microsoft Office products and telephone protocol.
- Complete an annual shooting qualification.
- Ability to legally obtain a Florida Concealed Weapons Permit within the 90-day probationary period.
- High degree of discretion dealing with confidential information.

Physical Job Requirements

- Stand and/or sit continuously and perform job functions for a full shift with meal break.
- Physically able to stand, bend, stoop, kneel, reach, twist, lift, push, pull, climb, balance, crouch, handle, carry and move items up to 50 pounds with or without reasonable accommodation
- Visual acuity corrected to perform job functions. Ability to distinguish color to perform job functions.
- Ability to hear and respond appropriately to facility commands.

This position reports to the General Manager. Additional duties may be assigned and this job description may change without notice at the discretion of management.