



Help us help our customers realize their dreams of a beautiful home! Join the #1 Furniture Company- The #1 Furniture Brand!

Ashley Furniture, #1 Name In Furniture and the #1 Selling Furniture Store Brand in the World, is seeking dedicated professionals to join our first-class retail operations.

At Ashley Furniture HomeStore people are our most important resource. Ashley recognizes that every employee holds an important key to the company's success no matter what role they are in.

The Sales Manager is responsible for building the customer relationships that are the foundation of Ashley HomeStore's retail sales success. The incumbent provides world-class service to customers by using the Ashley Sales Approach to sell the full suite of HomeStore products and services tailored to meet the customer's wants and needs. The Sales Manager is accountable for delivering an exceptional in-store experience for every guest that results in increased store sales, profitability and customer loyalty and contributes to overall store attainment of sales per guest (SPG), gross margin return on inventory (GMROI), Net Promoter Score (NPS) and other key performance metrics.

Overall, the Sales Manager contributes to the Ashley high performance culture by modeling our core values and engaging in sales activities that keep the Ashley brand as the #1 home furnishings market leader in style, selection, quality and value.

Retail Sales Manager

Job Functions

- Welcomes and professionally engages every guest to ensure customer expectations are met and the Ashley brand image is properly represented.
- Follows the Ashley Sales Approach with each guest to maximize average sales per guest and ensure above-minimum category sales goals. Asks questions and listens to guest needs; provides options and advice on meeting those needs. Performs product presentations, attempts to close each sales opportunity and adds on additional items and extended warranties to the sale.
- Contacts customers by telephone, mail or e-mail after product delivery to ensure total satisfaction and establish next steps to continue to serve the customer in their home furnishing needs.
- Completes post-sales order entry and administration processes.
- Completes showroom floor recovery processes throughout the day.
- Works vigorously on sales performance improvement by using available learning tools and

programs.

- Develops and maintains high levels of knowledge on Ashley business products and promotions.
 - Participates actively in sales meetings and one-on-one coaching sessions with store managers and trainers.
 - Participates in necessary training to prepare for store management succession. Participates in classroom and online training, as well as in practical hands-on learning activities focused on business and finance management, leadership, sales coaching, store operations and associate supervision.
 - Demonstrates the company's core and growth values in performance of all job functions.
 - Learns the furniture retail industry as a whole to establish a strong understanding of Ashley's products and their positioning in the marketplace, as well as the processes and procedures in how the business is operated.
 - Picks up projects on the fly; performs other duties as assigned from time to time.
- Job Requirements

Education/Experience

- Associate's degree in business administration or related degree required; Bachelor's preferred
- Equivalent experience may be considered in lieu of education.
- One year retail sales preferred but not required; preferably in furniture retail.

Knowledge, Skills, and Abilities

- Familiarity with furniture products and styles.
 - Exceptional relationship building skills.
 - Strong communication and listening skills.
 - Strong attention to detail, with ability to multitask and work independently.
 - Basic math and writing skills; basic computer and office software skills.
- Other: friendly, enthusiastic and energetic with a genuine desire to provide outstanding service.

Essential Functions:

To be a successful team member at Ashley HomeStore, you must be someone who:

- Is outgoing, friendly and easy to talk to,
- Gets charged up by interacting with others,
- Conveys information in a way that inspires action,
- Gets excited by developing and sharing fresh ideas, and
- Thrives in an environment that rewards for delivering world-class service and delighting our guests.

Every Ashley associate we hire has:

- Integrity. We do the right things and do things right.
- Passion. We love what we do and it shows.
- Speed. We act fast; we adapt fast too.
- Focus. We laser in on our customer needs and meet them. Period.
- Inspiration. We help our guests bring their home ideas to life.

Come join the #1 Furniture Retailer in North America and #1 Furniture Manufacturer in the World at one of these great Jacksonville, FL or Brunswick, GA Locations: (Jacksonville) St.John's Town Center, River City Marketplace, or Orange Park (Brunswick, GA) Glynn Isles Marketplace

SFTF, dba Ashley HomeStores is an Equal Opportunity Employer, committed to a diverse and inclusive work environment.