



**Livingstone Outdoor** operates as a full-service retail store offering equipment and supplies to fulfill any outdoor project needs. As an affiliate of Livingstone Landscaping Ltd., we pride ourselves in our exceptional customer service and outstanding team of employees. We offer a rewarding, friendly environment with great health benefits and competitive wages.

**Job Title:** PRO Sales Manager- Landscape Supplies, Power Equipment, & Rentals

**Reports to:** Store Manager

**Purpose:** We are looking for a strong Leader in customer service for our business. Candidates with strong communication skills who can make customers feel welcome in our store will stand out. You will help identify client needs, present and answer questions about our products and services and recommend solutions. A positive attitude and a desire to promptly resolve potential customer issues or complaints will make you successful in this role. Ultimately, you will ensure that customers leave our store satisfied and you will contribute to the store's profitability.

**Responsibilities:**

- Develop & maintain Contractor, DIY, & Internet Sales Programs
- Customer Service & Contractor/VIP Customer Service
- Develop & Launch Tool & Equipment Rental Program
- Order material for customers and stock
- Answer customers' questions about specific products/services
- Train Staff
- Conduct price and feature comparisons to facilitate purchasing and advise on relevant market pricing
- Cross-sell products
- Ensure shelves are fully stocked and all products are priced and labelled
- Enforce & Perform Housekeeping of the Arch Building, Store Front, Nursery & Greenhouse, and Yard
- Manage returns of merchandise
- Invoice Sales & collect payments
- Monitor Contractor accounts & enforce collections
- Coordinate staffing requirements with Store Manager & other Divisional Leaders
- Inform customers about discounts and special offers
- Provide customer feedback to the Store Manager
- Stay up to date with new products/services
- Other duties as assigned
- Assist with Online Sales development

**Marketing & Merchandising:**

- Contribute content for social media
- Advise on marketing sale products on inventory overages or obsolete items are thoroughly promoted as needed
- Monitor social media trends, competitor advertising etc. to capitalize in these areas to better promote the company
- Monitor consumer buying trends in the industry to provide actionable advice and tips to further expand the company's online presence

- Produce in-store displays, product staging and signage to create an appealing look and environment for all customers
- Assist with online E-Comm platforms to ensure ongoing updates and maintenance are conducted. Other assistance with this as needed.
- Other duties as assigned

#### **Sales Pro:**

- Use company software to produce basic design layouts and quantity takeoffs for inquiring customers
- Process and/or estimate customer orders
- Produce quotes for inquiring customer projects which may include but not limited to: brick/stone materials, plants, aggregate materials, equipment needed, power equipment, outdoor products, etc.
- Other duties as assigned

#### **Requirements**

- Proven work experience as a Retail Sales Associate or similar role
- Proven work experience in a marketing capacity
- Understanding of the retail sales process
- Familiarity with consumer behavior principles
- Knowledge of inventory stocking procedures
- Basic math skills and geometry skills
- Excellent communication skills, capable of building trusting relationships
- Ability to perform in fast-paced environments
- Flexibility to work various shifts
- College and/or University education in related field an asset
- Familiarity and experience with social media strategies and platforms
- Experience with content creation and graphic design; a considerable asset
- Ability to multi-task, manage projects and take initiative
- Ability to take direction and retain information quickly
- Experience with power engine equipment sales; an asset
- Experience in construction, landscape and design settings; an asset

**Work Conditions:**

**Physical Conditions:**

The duties of the Pro Sales Manager are carried out primarily in an office environment.

- Sits at a desk using keyboard and office equipment (daily).
- Uses hands, arms and shoulders when using various types of office equipment (daily).
- Lifts and/or move up to 50 lbs. (occasionally).
- Ability to cross on uneven ground when doing construction site visits (occasionally).
- Ability to work outside when doing site visits for safety (occasionally).

**Psychological/Stress Conditions:**

The Pro Sales Manager position workload and environment does not generally increase employee emotional or stress levels.

- Interruptions and requests from multiple areas (daily).
- Multitasking (daily).
- Proofreading, repetitive movements such as typing (daily).
- Job demands versus time constraints (daily).
- Periods of intense concentration when meeting deadlines and during peak periods (occasionally).
- Participates in group decision making and projects (occasionally).

**Work Conditions:**

The Pro Sales Manager works independently and in a team environment.

- Works in a shared and consultative manner with other employees (daily).
- Wide variety of tasks requiring the ability to manage multiple unrelated projects and make independent decisions (daily).
- Self-motivated and quality driven to perform independent projects (daily).

Note: This description is not intended to limit the assignment of work or be construed as a complete list of the many duties to be performed by the incumbent. The qualifications are not intended to limit the opportunities for interested candidates but provide the candidates with an understanding of the level of expertise required in this position.

The conditions described are representative of those that must be met by an employee to successfully perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Successful candidate will be required to do a Police Information Check (PIC).**