



Perth Area Manager: Job Description

Introduction

The Area Manager is a Scooters Australia Retail Store Manager and also assists with the day-to-day selling of our products to individual and corporate customers. The Manager is responsible for sales performance, the organisation and maintenance of store operations, customer satisfaction and promoting a positive Company profile in the wider community.

Accountabilities

The Area Manager is accountable to the Managing Directors and will supply reports on a regular basis to the Finance Department and Head Office. The Area Manager will also participate in the regular cycle of online Managers meetings and phone hook-ups.

Responsibilities

These include:

1. Ensuring that all leads generated by the company through advertising or other sources are followed up and converted to sales, including local mail outs and marketing, scheduling appointments, and the conducting home, on site or showroom demonstrations for prospective clients in your designated area.
2. Generating new leads from appropriate sources, including retirement villages and hostels, retail outlets and shopping malls, corporate clients, hospital and medical sectors (including Department of Veterans Affairs), Occupational Therapists in both employed and private practice, disability institutions, builders / architects, and any other relevant sources of business.
3. Maintaining a service and repair facility to ensure adequate after-sales service for all Scooters Australia clients and to attract other scooter owners to the company for their product and service needs.
4. Ensuring the completion of all documents associated with the sale of products from the retail side of the business, including invoicing, and recording such information to track each client for the purposes of servicing and maintaining their purchases. Ensuring that all paperwork associated with the collection of leads and the development of a data base is carried out efficiently.
5. Keeping all products, vehicles and premises in a clean, presentable and fully functional condition at all times, including the maintenance of adequate stock levels, point-of-sale material and stationery supplies, and the provision of proper vehicle maintenance.
6. Ensuring that all paperwork relating to statutory requirements is completed and up to date, including (but not limited to) vehicle registrations and OH&S

requirements.

7. Supervising and overseeing all staff appointed by the Company under your responsibility, including ensuring proper OH&S compliance, adherence to job descriptions and company policies, achievement of performance targets, ensuring adequate rostering of staff to ensure holidays and sick days are covered and that the store is staffed during opening hours.
8. Reporting weekly and monthly as required to Head Office on relevant aspects of work undertaken in the previous week, including the completion of weekly and monthly report forms and stock take data.
9. Liaising with Head Office on any matters that may effect the good running and reputation of the business, including dealing with complaints, the servicing and repair of company vehicles, staff levels and remuneration, marketing initiatives, finances, matters pertaining to the premises.
10. Conducting yourself at all times in a manner consistent with the standards of Scooters Australia outlined in the employee handbook *Guide to our Business*.
11. Identifying opportunities to build the performance of the business in consultation with Head Office.
12. Any other duties required of you from time to time by the Managing Directors.

All Scooters Australia staff receive a formal induction to the Company and to their roles. Expectations of employee behaviour including policies on smoke-free work practices, confidentiality, intellectual property, recycling and health and safety are detailed in the employee handbook, Guide to our Business provided on induction.