



Sales Operations Manager

This job description provides a baseline explanation of the requirements an employee is expected to meet for the duration they are in this position for Public Safety Solutions.

Job title	<i>Sales Operations Manager</i>	
Class	<input checked="" type="checkbox"/> Non-Exempt “Hourly status” Full Time	<input type="checkbox"/> Exempt “Salary status”
Department	<i>Office/Administration</i>	
Reports to	<i>Owner</i>	
Date hired		

General Summary of Job Purpose

This position oversees the daily operation of the sales processing and inventory, including but not limited to order processing, order tracking, inventory control, data entry, shipping & receiving.

Essential Duties, Responsibilities and Job Functions

- Process Sales Orders from PSS staff, and order / submit Purchase Orders to Vendors.
- Track orders from Vendors.
- Invoicing of customers.
- Shipping and receiving of products against open purchase orders & sales orders.
- Work with sales staff and vendors on discrepancies in sales process.
- Be punctual when arriving to work and returning from breaks or lunch
- Work safely on all projects on or off site
- Support the team atmosphere
- Be able to work to meet customer need and deadlines
- Successfully motivate others
- Provide excellent Customer Service from order intake to exit
- Ensure a positive customer experience.
- Investigate customer complaints and ensure resolution or referral to higher level
- Maintain a steady and safe work pace.
- Demonstrate responsibility for Company assets on or off work site
- Demonstrate the ability to travel responsibly for company business.
- Any other duties set forth by the Managers/Owners.

Other Job Functions / Working Conditions

- Working conditions at Public Safety Solutions include normal office conditions.
- Standing for extended periods of time on concrete or unlevel flooring
- Lifting objects to waist height and overhead.
- Position may be seated for up to 8-10 hours and standing and walking for up to 8-10 hours.
- Support workplace cleanliness in all areas
- Dress appropriately for position and situation. Maintain personal hygiene at all times.
- Support the overall mission of the Company
- Ensure Company policies and procedures are being followed

Skills, Education, Experience, Abilities and Knowledge

Required:

- Positive Attitude
- Good computer skills and knowledge, Microsoft software and vendor product/software for this position
- Lift up to 50 pounds up to 25% of the time
- Excellent multitasking skills
- Handle deadlines well
- Excellent verbal and written communications
- Read and understand the English language
- Able to successfully follow verbal and written instructions
- A good team player
- Pro-active thinking skills
- Must have a valid Driver's License.
- Minimum experience in computer and information technology may be required as related to position
- High school diploma or GED is required
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Desired:

- Desired hands-on knowledge of general office management.
- Desired knowledge of office and computer equipment and their operations
- Minimum of one year of experience in/or working with Public Safety is preferred
- A basic understanding of Microsoft products as well as other office management software.

Physical requirements

Seeing: Must be able to see to read and follow instructions

Hearing: Must be able to hear to effectively communicate with clients, vendors, and coworkers

Sitting: Must be able to sit for extended periods of time

Standing/Walking/Reaching/Balance: Must be able to move about work site for an extended period of time.

Climbing/Squatting/ Crawl/Crouch/ Kneeling: Must be able to stoop or kneel to pick up products or materials. Climbing a ladder.

Lifting/Pulling/Pushing/Carrying: Must be able to lift and carry up to 50 pounds 25% of the time. Must be able to lift objects above/below the waist. Over 50lbs team lift.

Hands Used for Repetitive Actions: Must be able to Simply/lightly grasp, Firm/strong grasp, Fine Dexterity (i.e. keyboarding)

Position specific requirements:

Exposure to marked changes in temperature and humidity?

Driving Automotive equipment, pallet jacks, carts or other equipment?

Wearing personal protective equipment (PPE)?

Safely being around moving equipment or machinery?

Working on unprotected heights and uneven ground?

Percentage of Work Time Spent On			
0-24%	25-49%	50-74%	75-100%
			X
			X
			X
		X	
	X		
	X		
			X
YES	NO		
	X		
X			
	X		
X			
	X		

Employee will be required to demonstrate continued knowledge of this position's current regulations and requirements. All employees are required to follow safety standards and wear all personal protective equipment in designated areas.

Employee must meet the requirements of the full job description as stated throughout the duration of employment with Public Safety Solutions.

This job description indicates the general duties and physical requirements of work performed by employees within this designation. It should not be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications, and physical requirements required of the employees assigned to this position, as these may vary from one work location to another work location.

Applicants or current employees with a disability as defined by the American with Disabilities Act (ADA) or the American with Disabilities Amendments Act (ADAAA), or any state or local law which prohibits them from performing the essential functions of the job may request a reasonable accommodation in writing or by contacting the Company Office or Human Resources department, in accordance with PSS Company policy.

Condition of Employment

All employees will adhere to the company Equal Employment Opportunity policy as set forth within the Employee Manual.

Successful candidate may need to submit to random and/or DOT drug testing throughout employment and successfully pass a background check.

Employee Name (Print): _____

Employee Signature: _____

Date: _____