



Job Title: Installed Sales Manager
Department: Installed Sales
Reports To: Operations Manager
Direct Reports: Installed Sales Department Staff (Estimator, PMs, PCs, Carpenters)

General Responsibilities

The Installed Sales Manager is an integral leadership position within the retail kitchen and bath sales business. This person is responsible for the overall planning and execution of installed sales, including budgets and financial reporting, contract performance, customer relations and issue resolution, subcontractor management and staff management. This position requires extensive remodeling industry experience, strong business acumen and excellent communication and service skills.

Essential Duties and Responsibilities

- Work closely with management to establish labor sales budgets and operational plans to meet goals.
- Analyze financial performance at all levels including labor trade, project total, branch totals and report monthly/quarterly to senior management.
- Lead, manage, and develop installed sales team through regular coaching, performance management and metrics.
- Manage the requirements, development and performance of all labor subcontractors.
- Review all labor estimates to verify appropriate nature of estimated work and accurate cost/sell pricing.
- Be accountable for the signature of all fixed price retail labor contracts and content accuracy.
- Perform post job finance/operation reviews with each PM to determine lessons learned and improvements
- Respond to and manage action items for all labor warranty claims
- Able to serve as backup project manager, as required
- Ensure all state licensing is valid and renewed as required for PMs and the company
- Coordinate labor and building material training with showroom managers and designers
- Represent TNC-NKB at industry trade events with organizations such as NARI, NAHB, and BRAGB.
- Develop and adhere to truck and tool maintenance schedule. Responsible for consumable truck stock and machine tooling and maintenance. Ensure that machinery is in good working order and that employees are using the equipment properly.
- Provide inputs to and adhere to safety plans/auditing for installed sales department. Ensure proper safety equipment is used by employees and subcontractors.

Knowledge, Skills and Abilities

- Ability to work in very fast paced environment with constant schedule and priority changes
- Strong organization and time management skills with the ability to handle multiple tasks simultaneously
- Strong communication and customer service skills with both internal and external customers
- Extensive knowledge of remodeling industry and all interior trades
- Excellent problem-solving and decision making and able to keep calm in stressful, time sensitive situations
- Strong oral and written communication skills.
- Ability to read and take off architectural plans and specifications.
- Sense of urgency to meet bid deadlines.
- Strong organization and attention to detail
- High level of professionalism

Education and Experience

Rev. 3/2019

The above statements are intended to describe the general nature and level of work performed, rather than to be an exhaustive list of all duties, responsibilities, and skills required for the position. The job duties may be changed at any time at management's discretion. This job description is not intended to create contractual obligations of any kind.



- Bachelor's degree in construction management, business or related industry or equivalent
- Minimum of 10 years work in remodeling or construction related project management and managing carpenters and labor subcontractors
- Valid Massachusetts Unrestricted Construction Supervisors License (CSL)
- Proficient MS Excel, MS Word, MS Outlook and Adobe experience, required

Physical Requirements

- Able to work in varying working conditions – office, warehouse, job site, outdoors
- Frequently required to walk distances over 200 yards
- Able to lift 40+ lbs
- May be exposed to heavy equipment such as delivery vehicles or fork trucks.
- Occasionally exposed to moving mechanical parts in or near the operation of vehicles or equipment in the plant, yard and warehouse areas.
- Valid driver's license and clean driving record needed to be able to travel to job sites

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