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# Top Line Group, LLC *(DBA Headlight Revolution)*

## Tier 1 Sales Manager

**Classification: Non-exempt**

**Wage: \$12-\$14/hr**

**Reports to Vice President of Sales**

**Operating Hours: Monday – Friday, 8am – 5pm (flexible) \*A 40 hour work week, on average, is the expectation.**

**Summary:** The tier 1 sales manager is responsible for providing excellent customer service through phone, social media, email, text, etc. After a training period and passing the skills test, a Tier 1 sales manager is eligible for the next step into Tier 2 with significantly higher compensation and responsibilities.

### **Essential Functions:**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Deliver excellent customer service that ensures ongoing sales and high level of customer satisfaction.
- Work with customers via phone, email, text, etc. to determine their needs and then recommend the right product to solve the customer's problem.
- Develop and cultivate strong buying relationships with customers.
- Use company literature and available training resources to stay up to date on product features and sales techniques.
- Perform daily tasks based on assigned work plan.
- Respond to customer queries promptly and professionally.
- Work independently and in a team to achieve monthly sales quotas.
- Assist co-workers with occasional projects (ie: unloading trucks, solving a problem, etc.)
- Maintain a consistent KPI (Key Performance Indicator) score of 30-70 every day.

**About Headlight Revolution:** Headlight Revolution is one division of a larger company called Top Line Group, LLC. Headlight Revolution is an e-commerce company specializing in automotive lighting applications that improve safety, style and visibility. We find the world's best automotive lighting products by massive amounts of testing, we film videos to educate people on proper installation techniques and technology reviews and do our best to offer the best sales and service experience in the automotive lighting market. We are rapidly growing and located in northern Minnesota.

**Training:** One of our key focuses at the company is to provide our customers with world-class customer service. We believe in doing this through a philosophy we call "service through sales". The general idea is that to best serve our customers, our sales team needs to be properly trained on our product lines, product knowledge, experience with our products, and sales tactics such as upselling, handling objections, and creating a high-value customer experience. We practice sales training daily so that we can help every customer get exactly the right product(s) for their needs including ones they don't know they want yet.

**Benefits:**

**Employee Purchases:** We currently have access to hundreds of different brands of automotive products from various distributors (The Retrofit Source, KC HiLites, Rigid Industries, Meyer Distributing, Auer Automotive, Diode Dynamics, Putco, A-Tech Motorsports, Motovicity, etc...) and as an employee of TLG (DBA Headlight Revolution) you will be able to purchase these things for the cost of the product + shipping + credit card fees.

**Health Insurance:** Competitive and valuable Health insurance is offered to employees and their families. Top Line Group LLC will pay a portion of the employee's premium while the employee is responsible for any additional dependents.

**Retirement:** After 3 months of employment, the employee will be eligible for the 3% matching Simple IRA retirement plan.

**Vacation/Sick:** Employees will be given 40 hours of paid vacation time off and 40 hours of paid sick leave per year upon successfully completing their first 60 days. After 2 years of employment these numbers increase.

**Annual Reviews:** Employees will have an annual review each year in their anniversary month to discuss performance, areas of improvements, and praise for a job well done. During the annual review you're eligible for a potential wage increase. Wage raises are based on work performance and productivity levels.

**Advancement:** The sales team has 3 tiers and as you climb the tiers your PTO, benefits, wages and expectations all increase. If you want to be challenged, join our team and reach for a Tier 2 or Tier 3 position.