

JOB DESCRIPTION

Job Title:	Sales Manager
Department:	Sales
Reports To:	Vice President of Sales
FLSA Status:	Exempt
Salary Info:	\$150,000–\$175,000
Summary of Benefits:	As a 100% Employee-Owned Company, We Offer: • Medical, Dental & Vision Insurance • Company-Paid Life and Disability Coverage • 401(k) Retirement Plan • Employee Stock Ownership Plan (ESOP) • Comprehensive Paid Time Off (PTO) • Floating Holidays

About iSPACE Environments:

At iSPACE Environments, sales leaders have the opportunity to build meaningful client relationships, develop high-performing teams, and directly influence the growth of a 100% employee-owned company. We are looking for a strategic, relationship-driven leader who is energized by coaching sales talent, strengthening client partnerships, improving business processes, and helping teams win complex opportunities across furniture, architectural products, and technology.

Position Summary: The Sales Manager leads sales execution across iSPACE's Furniture, Architectural Products, and Technology teams, with direct oversight of Account Executives and Account Managers. This role combines people leadership, sales strategy, pipeline discipline, client development, and cross-functional collaboration to help the team achieve revenue, margin, forecast accuracy, and client relationship goals. The ideal candidate is a strong coach and operator who can build accountability, improve sales practices, and help a growing team perform at a higher level.

Ideal Candidate Profile: The strongest candidates for this role will bring proven sales leadership experience, strong business acumen, comfort leading through change, and the ability to coach experienced sales professionals while creating accountability around pipeline quality, forecasting, margin discipline, and client relationship development. Experience in commercial interiors, contract furniture, architectural products, technology integration, construction, real estate, or a related project-based sales environment is highly valuable.

Essential Duties and Responsibilities: To perform this job successfully, an individual must be able to perform the following satisfactorily; other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Sales Manager Specific Responsibilities:

- Leads sales planning, execution, and accountability across assigned teams by translating company goals into clear team priorities, performance expectations, pipeline targets, coaching rhythms, and measurable sales outcomes.
- Leads sales forecasting activities by reviewing pipeline quality, opportunity stage accuracy, close probability, timing, revenue potential, margin expectations, and risk factors; uses this information to coach team members and communicate performance trends to leadership.
- Holds the sales team accountable for consistent CRM hygiene, including timely and accurate updates to contacts, companies, opportunities, activities, forecasts, and pipeline data.
- Drives accountability for project profitability by monitoring margin performance, supporting disciplined pricing decisions, identifying risk areas, and coaching team members to protect financial outcomes.
- Recruits, onboards, coaches, develops, and evaluates sales team members to strengthen performance, improve accountability, support career growth, and ensure the team has the capabilities needed to meet business goals.
- Provides guidance to team members and client-facing partners on sales approach, positioning, presentation strategy, relationship development, negotiation, and closing activities.
- Recommends and manages account, market, and territory assignments to align team capacity, client needs, growth opportunities, and company priorities.
- Uses market insight, client feedback, competitor activity, sales data, and industry trends to identify growth opportunities, strengthen positioning, support pricing decisions, and guide team focus across key accounts, vertical markets, and strategic pursuits.
- Partners with sales team members on key client relationships, strategic pursuits, presentations, negotiations, and closing strategies while helping team members strengthen their own client leadership capabilities.
- Coordinates communication and collaboration between sales, design, project management, engineering, operations, marketing, technology, and other related teams to support a consistent client experience.
- Prepares and communicates sales performance updates, including revenue, margin, pipeline health, forecast accuracy, client development activity, key pursuits, risks, and areas for market or account expansion.

- Champions the appropriate use of AI tools and sales enablement resources to improve productivity, decision-making, client communication, forecasting accuracy, and overall business performance.

Serve as a Steward of iSPACE Core Values and Brand

- We are **EXPERTS**: We provide well thought out solutions to support our client's business needs.
- We are **RESOURCEFUL**: We will find ways to get it done and make it look easy.
- We **VALUE** all **PARTNERSHIPS**: Our partners are not viewed as transactions, but friends. We support each other and celebrate in each other's successes.
- We believe in **TEAMWORK**: All of us together are better than each of us alone
- We have **FUN**: Having fun is part of our work experience. We bring our culture to life by enjoying ourselves and each other
- We Are **OWNERS**: We are 100% employee owned. We think and act like owners, making every decision count for our collective success.

Other duties as needed to meet business needs

Competencies: To perform the job successfully, an individual should demonstrate the following.

Business Acumen - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.

Change Management – Builds commitment and overcomes resistance. Communicates change effectively. Develops workable implementation plans. Monitors transition and evaluates results. Prepares and supports those affected by change.

Leadership – Exhibits confidence in self and others. Inspires respect and trust. Motivates others to perform well. Responds well under pressure. Shows courage to take action.

Managing People – Develops employees' skills and encourages growth. Involves team members in planning. Makes oneself available to provide guidance and support. Provides clear direction, regular performance feedback, and accountability for team results.

Quality Management – Fosters quality focus in others. Improves processes, products and services. Measures key outcomes. Sets clear quality requirements. Solicits and applies customer feedback.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

Bachelor's degree in Business, Marketing, Sales, or a related field preferred; or equivalent combination of education and experience. Minimum of 8 years of progressive sales, account management, business development, or related experience, including at least 3 years in a leadership, coaching, or team management role. Experience in a project-based sales environment is strongly preferred.

Computer Skills:

Highly proficient with Microsoft Office Suite, including Word, Excel, and PowerPoint. Software proficiency and ability to become proficient in others as needed, including Khameleon (ERP), HubSpot (CRM), and approved AI-enabled tools that support improved productivity, communication, analysis, and business performance.

Supervisory Responsibilities:

Reports to the Vice President of Sales and is accountable for leading sales execution, communicating team performance, supporting strategic priorities, and ensuring alignment across Furniture, Architectural Products, and Technology. Directly supervises Account Executives and Account Managers across the Furniture, Architectural Products, and Technology teams. Responsibilities include hiring, onboarding, coaching, assigning work, setting performance expectations, evaluating performance, supporting professional development, addressing performance concerns, resolving issues, and ensuring team members operate in alignment with iSPACE policies, core values, business goals, CRM expectations, project profitability standards, and effective use of AI-enabled tools.

Other Skills and Requirements:

- Strong resource management, scheduling, prioritization, and delegation skills.
- Comfortable having difficult conversations and skilled in conflict resolution.
- Influential, adaptable, and able to implement change while remaining open to feedback and others' ideas.
- Strong critical thinking, troubleshooting, problem-solving, and decision-making skills.
- Demonstrates a desire and ability to hold self and others accountable for operating according to iSPACE core values in every interaction: Experts, Resourceful, Partnerships, Teamwork, Fun, and Owners.
- Strong attention to detail and ability to document key decisions, expectations, activity, and follow-up clearly.

- Working knowledge of furniture, architectural products, and technology or audio-visual solutions, with the ability to learn and apply industry-specific tools, processes, and terminology.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level is usually moderate.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk and stoop. The employee must regularly lift and /or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include Close vision, Distance vision, Depth perception and Ability to adjust focus.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

ACKNOWLEDGED: Employee Signature **Date**

PRINT: Employee Name

ACKNOWLEDGED: Supervisor/Manager Signature **Date**

iSPACE Environments is an Equal Opportunity Employer and will not discriminate against or harass any employee or applicant for employment because of race, color, creed, religion, national origin, sex, sexual orientation, gender identity, disability, age, marital status, familial status, protected veteran status, membership or activity in a local human rights commission, status with regard to public assistance, or any other basis protected by applicable law.