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# Example of Counter Manager Job Description

Our innovative and growing company is hiring for a counter manager. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for counter manager

* Facilitate promotional briefings to all departments without System Marketing personnel
* Develop and implement employee motivational programs
* Knowledge of and ability to access customer accounts, key information, input work orders/adjustments as required by the Billing System
* Forecast impact of system and departmental activity to increase customer satisfaction and decrease customer dissatisfaction
* Maintain budgetary inventory of required office supplies
* Process collections and returned checks
* Responsible for managing multiple locations and ensure that all locations are meeting all of the necessary requirements
* Achieve an overall Mystery Shopping score of 90% and a CPS capture rate of a minimum of 85%
* Communicate upcoming in-store events and promotions with all counter staff
* Hire, develop and retain top talent for the Counter

## Qualifications for counter manager

* Position requires a minimum of two years of experience in a Sales or Customer Service field
* Must possess excellent listening, verbal and written communications skills including good grammar and a well-modulated speaking voice
* Possess excellent organizational and office skills and be detailed oriented
* Able to work in a high-pressure environment with all types of people, and establish good teamwork ability
* Able to analyze and solve problems in a changeable work environment
* Is neat with self and work area, and conducts self in a respectable, responsible, and courteous manner