

# Sales Manager

Learn all aspects of daily store management and maintain responsibility for the following ongoing tasks:

1. Answer phones – Answer simple rate/policy questions or direct calls to appropriate person/position in company. Screen, direct, and take messages. Schedule service calls and appointments. Effectively use phone system to park and transfer incoming calls.
2. Greeting – Greet customers as they come in and assist them with bringing in their computers and/or directing them to the appropriate person.
3. Check in – Check in customers and identify their issues with clarity and detail. Document EVERYTHING.
4. Check-out - Check out customer appropriately and ensure that they are satisfied with the work performed. Accept payment correctly. Make sure customer receives correct paperwork.
5. Customer Service – Work on minor computer repairs\*. Troubleshoot, repair, maintain, install, and perform testing activities on various computer equipment, and peripherals.
6. Engage customers using customer service and selling skills
7. Inventory - Tag and zone new items as they come in. Perform monthly inventory counts with supervisor. Confer with manufacturer's representatives and vendor salespeople in determining equipment; Maintain software and hardware inventory and tracking systems; develop inventory lists and order, stock, and store electronic components approved PO system. Ensure appropriate availability of stock based on sales and needs.
8. Cleaning – Clean entire store on a rotating bi-weekly schedule as outlined by supervisor.
9. Filing - Maintain clean and up-to-date filing system.
10. Any other tasks assigned to you

\*Minor software computer repairs performed in front of customers are, but are not limited to: Identifying virus activity, removing toolbars, and verification of internet connectivity. Minor hardware computer repairs performed in front of customers are, but are not limited to: swapping out power supplies, installation of modems or wireless cards, installation of RAM modules.

## **Skills/Qualifications:**

Multitasking Skills, Phone Skills, Verbal Communication, Microsoft Office Skills, Listening, Professionalism, Customer Focus, Informing Others, Handles Pressure Well, Supply Management, A Team Player, and the ability to lift a computer tower for a customer.

## **Job Requirements:**

- Positive Attitude
- Highly Developed Organizational Skills
- High school diploma and/or GED
- Valid driver license and insurable
- Prefer 3-6 months in the computer repair industry
- 6 months in customer service