

JOB TITLE: RETAIL SALES CONSULTANT		
DATE: 06/15/2014		
Job Key Code	Mobility Labor Agreement	District
16200013	Black	3

JOB DESCRIPTION

Develop and attain customer experience and sales objectives for store. Sell all products and services offered by the Company. Meet all sales objectives. Handle all administrative aspects of the sale including: completing customer contracts and warranties, pulling products from inventory, accepting customer payments and filing the completed orders. Maintain strong knowledge of all products, accessories, pricing plans, promotions and service features. Maintain knowledge of competitive offers and provide critical market feedback to the Store Manager regarding local competition and product/service needs. Handle service inquiries from customers. Provide efficient, courteous customer service and assist in all aspects of product offerings and services. Ensure an extraordinary customer experience.

GENERAL DUTIES

The functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

Customer Experience and Sales

- Possess a competitive spirit and desire to meet and exceed sales goals
- Stay up-to-date on the latest data/entertainment technology and devices, such as Wi-Fi, data devices, TV entertainment tools
- Understand customers' needs and help them discover how our products meet those needs
- Multi-task in a fast paced team environment
- Educate and engage customers through product demonstrations
- Interact with customers and provide prompt and courteous customer service to all customers

PHYSICAL REQUIREMENTS

- Ability to stand for long periods of time
- Ability to lift up to 25 pounds

Provisions listed in these Job Descriptions may be changed or modified by AT&T Mobility without prior notice, at any time at the Company's sole discretion.

BASIC QUALIFICATIONS

TESTS:

Applicants will be expected to pass any assessments or tests associated with the position.

SPECIAL JOB REQUIREMENTS:

The successful candidate will be able to perform the following with or without reasonable accommodation:

- Ability to work flexible hours, including evenings, weekends and holidays
- Ability to complete all paperwork completely, accurately, in a timely manner
- Ability to operate a personal computer, wireless equipment, copier and fax
- Ability to work in other locations as the needs of the business dictate may be required.
- Complete all aspects of opening and closing the store in accordance with written procedures.
- Submit all transaction journals on a daily basis.
- Assists with inventory maintenance
- May be required to wear a uniform

Retail Sales Consultants are paid a competitive hourly rate and can earn additional monthly commission dollars by meeting and/or exceeding sales objectives!

PREFERRED QUALIFICATIONS:

- 1-3 years retail/customer facing/sales experience preferred.

TRAINING

- Classroom training
- On-the-job training
- On-line training