



POSITION DESCRIPTION

Tech Dump, a division of Jobs Foundation, is a growing 501(c)(3) social enterprise providing job training and practical experience for adults facing barriers to employment to prepare them to be more valuable employees with an expanding future. We accomplish this through recycling (Tech Dump) and refurbishing (Tech Discounts) electronics at three locations in the Twin Cities.

TITLE: Sales Associate - Retail

REPORTS TO: Sales and Marketing Manager

LOCATION: Saint Paul, MN

SUMMARY:

Assist customers with the selection of and the purchasing of quality refurbished electronics.

Drive sales by providing exceptional customer service and creating a positive customer experience for our social enterprise retail electronics shop.

Sell our refurbished and warranted electronics helps to support our social and environmental mission.

ESSENTIAL ACCOUNTABILITIES:

- Utilize sales skills and techniques as well as exceptional customer service to drive store sales.
- Provide exceptional customer service/assistance both in person and on the phone.
- Greet and engage customers in the store, answer phone, and track activity levels.
- Perform key holder tasks (opening and closing the store according to policies and procedures)
- General retail space upkeep -- maintaining a clean, organized, and well-stocked area.
- Pricing, tagging, and assisting with promotional specials for items in the store.
- Perform all required cash register transactions such as sales and exchanges expeditiously and with a high level of accuracy, while staying within company guidelines.
- Support and contribute to the product flow process in the store by receiving shipments and distributing to sales floor as directed.
- Maintain a high professional standard in individual behavior, courtesy, and respect.
- Demonstrate the ability to work in and contribute to a positive team environment.
- Driving sales and store traffic through online postings.



- Work with the Tech Discounts Team to help create marketing/sales events/promotions to run in-store and online.

PHYSICAL REQUIREMENTS:

- Ability to be mobile on the sales floor for extended periods of time.
- Ability to lift and move up to 40lbs, utilizing appropriate equipment and safety techniques.

PREFERENCES:

- Previous retail sales experience and/or experience working in a customer service environment is strongly preferred.*
- Interest or experience in troubleshooting/repairing electronics.
- High level of comfort using computers and various types of software.

QUALIFICATIONS AND EXPERIENCE:

- Drug-free, with pre-employment and monthly drug testing.
 - Self-starting and self-managing.
 - Core values: Hardworking, Enthusiastic, Honest, Trustworthy and Reliable.
 - Excellent communication skills both verbal and written; must be professional and courteous.
 - Excellent organizational and multitasking skills, with strong attention to detail.
 - Dedication to process improvement, to constantly make our business better.
 - Previous retail sales experience and/or experience working in a customer service environment is strongly preferred.*
 - Interest or experience in troubleshooting/repairing electronics.
 - High level of comfort using computers and various types of software.
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- Support of and ability to reflect the values of Tech Dump: Teamwork, Respect, Responsibility, Commitment and Hope.

Additional Position Information:

Pay Range: DOQ

Classification: Non-exempt, according to FLSA guidelines.

Physical Requirements: Regular standing, walking and sitting at desk, use of PC, occasional lifting of approximately 50#.

Work Schedule: This is a full-time position. Core business hours are Monday - Friday 10:00 a.m. to 6:00 p.m., Saturdays 10:00 a.m. to 3:30 p.m.

Other: This position may include travel within the Twin Cities metro area for meetings.

This job description may not cover or contain a comprehensive listing of activities or responsibilities that are required of the employee for this job. Activities and responsibilities may change at any time.



Tech Dump is an equal opportunity employer.

Updated on [02.13.2019]