



Electronics Repair Technician and Sales Associate

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 reselling (Tech Discounts) electronics at two locations in the Twin Cities.

TITLE: Computer Repair Technician and Sales Associate

REPORTS TO: Sales & Marketing Manager

LOCATION: Tech Discounts retail store, 825 Boone Ave, Golden Valley MN 55427

SUMMARY:

Providing quality and efficient repairs on consumer electronics, primarily laptops and/or desktops but also tablets and phones. We've also got plenty of audio and game equipment that needs work if you'd like to do that! Complete exceptional work to create a positive customer experience. Drive sales by providing exceptional customer service and creating a positive experience for our social enterprise retail electronics store.

ESSENTIAL REPAIR TECHNICIAN RESPONSIBILITIES:

- Perform timely and accurate computer repairs for customers coming to our Golden Valley retail location - Test all products through the proper testing procedures. Repair or replace parts that fail.
- Record all repairs and updates through our BusyBench ticketing system.
- Set turnaround time expectations with customers and stay in communication regarding changes and repair status.
- Assist with production-related work as time allows.
- Maintain an adequate workflow to meet daily goals.
- Organization - all parts, drives, and computers should be tracked and organized. Do not allow clutter to build up. Keep tools accessible that are needed for proper workflow.
- Clean area, dust if needed. Put all tools away at the end of the day.
- Demonstrate the ability to work in and contribute to a positive team environment.

ESSENTIAL SALES ASSOCIATE RESPONSIBILITIES:

- Utilize sales skills and techniques as well as exceptional customer service to drive store sales.
- Properly enter all transactions into our processing systems.
- Greet and engage customers in the store, answer the phone, and provide exceptional customer service.
- Perform key holder tasks (opening and closing the store according to policies and procedures)
- Perform cash register transactions such as sales, exchanges, and returns 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 them to the sales floor as directed.
- Maintain a high professional standard in individual behavior, courtesy and respect.
- Assist in other store functions as needed.

QUALIFICATIONS AND EXPERIENCE:

- Drug-free, with pre-employment and random drug testing possible.
- Previous experience in troubleshooting/repairing laptops. Experience with Mac, Windows, and Chromebooks, is strongly preferred.
- Previous retail sales experience and/or experience working in a customer service environment is strongly preferred.
- Able to learn and expand knowledge of repair items and capable of performing quality repair services.
- Support of and ability to reflect the values of Tech Dump: Teamwork, Respect, Responsibility, Commitment, and Hope.
- Excellent organizational and multitasking skills, with strong attention to detail.
- Ability to sit/stand/ and be mobile for extended periods of time.
- Ability to lift and move up to 40lbs, utilizing appropriate equipment and safety techniques.

Additional Position Information:

Pay Range: \$17-\$19/hour, DOQ

Classification: Non-exempt, according to FLSA guidelines.

Physical Requirements: The warehouse environment includes regular standing, walking, and sitting at a desk, use of PC, occasional lifting of up to 40lbs.

Work Schedule: This is a full-time position. Core working hours are M-F, 9:45am-6:15pm

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 / Tech Discounts is an equal opportunity employer.

Updated on 02/11/22