

Retail Sales Representative

PRIMARY RESPONSIBILITIES:

- Provide our customers with a basic understanding of the functionality of drone products and drone accessories they purchase so that they can immediately enjoy their new solutions.
- Attend both formal and informal drone training to better understand our retail store operations and keep up with company, market, and industry trends.
- 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.
- 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.
- 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
- Conduct activities in a safe manner, follow corporate safety guidelines and requirements, proactively address any unsafe conditions observed.
- Identify and communicate all selling opportunities and potential issues, respond to team member communications, informs team members of all relevant activities at accounts, communicate completion of assigned daily tasks.
- Communicate directly with team members on issues, openly share ideas with others, encourage performance in others and give feedback when needed.

JOB ESSENTIALS/ ATTRIBUTES:

- Self-starter, gets involved quickly, takes on difficult tasks with enthusiasm. Takes action to achieve goals beyond what is required.
- Maintains stable performance under pressure or opposition (such as time pressure or job ambiguity).
- Strives to understand the details. Balances, analyzes and takes appropriate action.
- Communication - presents ideas effectively, actively listens, and works across functional boundaries with the ability to effectively communicate with customers, co-workers and store personnel.
- Team Work: Can work in a group or alone; oriented towards the good of the whole.
- Manage job professionally and with a high level of organization
- Able to effectively deal with change and adversity in the work place
- Demonstrated ability to deliver consistent results while building organization capabilities.
- Able to practice safe working habits at all times

MINIMUM REQUIREMENTS & EDUCATION LEVEL:

- Must be at least 18 years of age
- High School Diploma / GED equivalent.
- Ability to work flexible hours, including evenings, weekends and holidays
- Ability to stand for long periods of time
- Ability to complete all paperwork completely, accurately, in a timely manner
- Assists with inventory maintenance

REQUIRED LANGUAGE:

- English
- Bilingual is a plus (Spanish or Asian languages)

Compensation would be determined upon hiring, based on credentials and experience