



Sales & Service Associate

Key Skills:

- Enthusiasm, energy, and a positive attitude.
- Basic computer know-how and familiarity with common business applications.
- Excellent verbal communication skills.
- Team player mentality.
- Excellent organizational skills.
- Basic mechanical abilities.
- Driven to succeed, goal oriented.

Store Quality:

- Assist the Store Sales Manager with keeping the store's cleanliness is visually maintained on a daily basis.
- Follow company dress code as described in employee handbook.
- Make a positive impression on the customer with exemplary professionalism

Customer Service:

- Give "Legendary Customer Service".
- Creating a positive buying experience for every customer.
- Greet customers within 5 seconds of walking in the store.
- Make sure that we find out the customer's needs and wants by listening.
- Answer Phone by 2nd ring when not with a customer, return all calls by end of day.
- Provide a free loaner for customers with repairs.
- Educate customers on new products and services.
- Carry in and out the customers vacuum to their car.
- Tell customer about the 30-day trial, try before you buy.
- Tell customer about the low-price promise.
- Tell customer about financing.
- Ensure that all service vacuums leave the store per Vacuum Authority standards.
- Must meet minimum product mix and sales standards.
- Handle customer questions, complaints and issues.

Service Responsibilities:

- Perform Service repairs and tune-ups for Oreck, Dyson, Miele, Hoover/Royal, Electrolux and all other brand vacuums.
- Diagnosis and troubleshoot all customer's incoming machines.



- Complete the daily objectives (see below) - number of units complete, and quality of repair.
- Submit warranty claims with vendors (Oreck, Dyson, Hoover/Royal, Electrolux) daily.
- Clean work area at the end of each day. Work bench to be completely clean with no machines left on it at end of day.
- Monitor on a daily basis Service turnaround time with customer and Store Manager.
- Ensure parts for service machines are ordered (put on order sheet) on a daily basis.

Inventory Control:

- Follow all transfer in/out procedures set by Home Office.
- Maintain accurate count of store inventory on a daily inventory worksheet.

Additional Responsibilities:

- Sales Reports submitted at the end of each day.
- Submit Daily Sales reports to Home Office in a timely manner.
- Must maintain level of product knowledge and procedural knowledge to be an effective team member.
- Additional duties as requested by supervisor.

Salary & Benefits:

- Income Range: \$25,000–\$35,000 Salary plus commission and bonus.
- Hours: Full time position which averages 46-54 hours per week.
- Benefits include vacation, sick leave, and health insurance.

Other Qualifications:

- Ability to lift up to 35 lbs. on a frequent basis
- Ability to stand for prolonged periods of time
- Ability to push and pull objects weighing up to 35 lbs on a frequent basis.
- Ability to Multi-task (helping multiple customers at one time)
- Sell, repair, stock and have fun.

Salary: Commensurate with Experience.

Contact Info: Russell Gay, President,
Email: rgay@vacauthority.com