

Computer Warriors, Inc.  
**Phone Repair & Customer Service Position**

Are you looking to work for a 5 star rated company in Wilmington NC with an opportunity for earning potential, technical learning, and growth? Do you LOVE working with customers and delivering a superior client experience to everyone you encounter on the job? Is it your mission to serve those around you and help bring joy to others by solving their technical problems? If this sounds like an opportunity that is right up your alley, and a challenge you would like to undertake, then keep reading.

The Computer Warriors in Wilmington NC is looking for a phone technician with strong customer service skills who is capable of working with a high-performance team of technicians and sales people with an incredible team manager towards common goals of delivering a profitable, 5 star experience for our clients. We provide best-in-class computer repair and phone repair services with a top-notch team and need a phone repair technician who can help us deliver this 5-star experience consistently. You will be required to repair phones and tablets on a regular basis, as well as finding solutions to client's problems through sales, communicate effectively with our clients, and work well with others in a team environment.

Base pay for this position is \$10 - \$14/hr along with commissions on personal sales and team goal incentives. Earning potential of over \$400/mo in commissions for this position are certainly within your reach if you are effective and self-motivated.

10 days vacation / personal leave annually (15 after 5 years with Computer Warriors), 7 paid holidays annually, regular team "fun days," company paid training, and incentives are among the benefits offered for this position.

**Application Instructions:**

Call 919-249-6590 and dial extension 100. You will be asked to leave your contact information and answer three questions.

**Shift:**

Tuesday – Saturday, 9am to 6pm.

**Job Duties:**

- Customer Service - answering phones, checking in customers, and answering any questions that they may have about repairs.

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- Repairing smart phones and tablets, including, but not limited to iPhones, iPads, iPods, Samsung Phones, Samsung Tablets, & Kindle devices.
- Laptop Repair - glass removal on MacBook Pro, charging port soldering
- Up-selling accessories (screen protectors, cases, other complimentary items surrounding the repair)
- Solicit sales of new or additional services or products.
- Other duties as assigned.

**Ideal Candidate:**

We are looking for an outgoing and energetic individual who also enjoys getting his or her hands inside devices, finding out what's wrong, and coming up with a viable solution to the problem. Previous computer repair experience is not necessary for this position, but customer service skills are a MUST. We pride ourselves on our outstanding level of customer service and satisfaction, and need a team member who can add to our impeccable customer service culture. We work as a team at Computer Warriors and need each employee to be a part of the group, looking to help where needed.

**Requirements:**

Hungry to grow, learn, and provide awesome service with an energetic, positive attitude. Computer repair experience, enough to be educated when speaking with the general client base about computer repair issues. Phone repair experience is not required, but desired. Ability to work well in a team environment and learn new tasks quickly.