

Computer Warriors, Inc.

Customer Service and Sales Position Description

Are you looking to work for a 5-star rated company in Camp Lejeune, NC with a huge opportunity for earning potential 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 impact the world in a positive way, all while being rewarded for results with commissions and bonuses? 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 customer service representative with a strong sales background and mindset who is capable of working in high-performance team of technicians 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 customer service representative who can help us deliver this 5 star experience consistently. You will be required to learn the basics of computer repair and phone repair, and will also need to learn how to repair phones to assist in covering the store when it gets busy or people are on vacation.

Base pay for this position is \$10 - \$12/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, 401k with up a 4% employer match, 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:

Monday - Friday, 9am to 6pm, with occasional coverage on Saturday's from 10am – 2pm.

Job Duties:

- Responsible for an incredible, consistent client experience – ensuring we deliver a superior customer experience from the moment they call in, come by the store, check their device in for repair, and leave. We have a robust system in place for providing this level of service, and you will be responsible for ensuring this happens consistently
- Converting clients that call in over the phone to inquire about pricing / services to paying customers
- Checking clients in and out using our systems and procedures
- Up-selling accessories (screen protectors, cases, memory upgrades, solid state hard drives, etc.)

Computer Warriors, Inc.
Customer Service and Sales Position Description

- Solicit sales of new or additional services or products, including protection plans and replacement computers
- Keeping the store clean, presentable, and organized
- Receiving inventory
- Other duties as assigned.
- Some light administrative responsibilities to assist the manager

A set of activities will be provided, and you will be held accountable to complete. By completing a simple weekly report of six key performance indicators for a weekly one on one with your manager, we will be able to make real time adjustments that will ensure your success and pay in this incredible role and opportunity as well as the growth of the company.

Requirements:

Hungry to grow, learn, and provide awesome service with an energetic, positive attitude. Must have high emotional intelligence and know his or her own limitations (must possess humility). Ability to work well in a team environment and learn new tasks quickly.