

<b>JOB TITLE: SALES SUPPORT REPRESENTATIVE</b>		
<b>DATE: 06/15/2014</b>		
Job Key Code	Mobility Labor Agreement	District
16200014	Black	3

## **JOB DESCRIPTION**

Function in multiple roles that support the performance of the store's retail experience. Responsible for ensuring an extraordinary customer experience by facilitating the coordination of customers being welcomed in, prioritizing transactions and advising of any wait time. Own the store's service customer experience! Responsible for troubleshooting effectively and then resolving and/or following up on customer issues, ensuring our customers needs are addressed promptly, and communicating with the management team effectively.

Ensure positive experience for our internal/external customers by maintaining the integrity of store operating procedures including but not limited to: Inventory management, cash management, point of sale paperwork/recordkeeping, assists in the adherence to store merchandising standards, and the safety and security requirements in the store. Operate various internal tools and systems, terminal consoles and peripheral devices, and maintain time sensitive daily, weekly, and monthly records with a high degree of detail and accuracy. Act as the operational liaison between agents, vendors, customers and various AT&T departments.

May sell all products and services offered by the company. Answer inbound calls and assist sales representatives and customers by performing quick hit sales transactions. Perform other duties as assigned by management.

## **GENERAL DUTIES**

The functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

### **GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:**

#### **CUSTOMER EXPERIENCE AND SALES:**

- Deliver AT&T's "Our Retail Promise":
- Welcome customers to our store, coordinate check-in process and customer flow
- Function as a customer experience advocate
- Assist with sales when needed
- Work in a team environment to meet and exceed assigned goals

Provisions listed in these Job Descriptions may be changed or modified by AT&T Mobility without prior notice, at any time at the Company's sole discretion.

## **STORE OPERATIONS:**

- Inventory management – including counts, ordering, maintaining, receiving, returning, tracking and securing equipment and supplies
- Perform operational tasks to maintain audit-ready status in store at all times
- Prepare bank deposits
- Balance cash drawer
- Process and prepare paperwork for recordkeeping and report generation
- Assist with store merchandising

## **PHYSICAL REQUIREMENTS**

- Stand for long periods of time
- Ability to lift up to 25 pounds

## **BASIC QUALIFICATIONS:**

### **TESTS:**

Applicants will be expected to pass any assessments or tests associated with the position.

### **SPECIAL JOB REQUIREMENTS:**

- Perform the following with reasonable accommodation:
- Work flexible hours (including evenings, weekends and holidays)
- Operate a personal computer, wireless equipment, copier and fax
- Work in other locations as the needs of the business dictate what may be required
- May be required to wear a uniform or company apparel as designated by management

### **PREFERRED QUALIFICATIONS:**

- Associate Degree
- 1+ years of relevant work experience
- Telecommunications industry knowledge
- Excellent interpersonal, verbal and written communication skills and attention to detail
- Strong working knowledge of computer systems/software and computerized billing
- Strong customer service skills
- Thorough research skills

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## **TRAINING**

- Classroom training
- One-the-job training

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