

## Retail Sales and Customer Service Representative

**Job Summary:** The Retail Sales and Customer Service Representative is responsible for customer acquisition, building and maintaining relationships with new and existing customers, and for fostering positive relationships internally with other departments as well with the businesses and individuals in the communities we serve.

**Job Location:** Butler and Linden, AL

### Job Responsibilities

- Promote and present products and services to potential and existing customers
- Build trust and loyalty with customers through problem solving opportunities
- Establish a positive working relationship with sales team and other departments
- Occasional travel to and work from other company retail locations
- Taking inbound call center calls related to the full range of company services
- Making outbound sales and customer service calls
- Assist in merchandising, stocking, ordering and other routine retail store functions
- Other duties as assigned by management

### Minimum Required Qualifications

- High school diploma or equivalent
- Reliable transportation and understand there will be consistent travel between both Linden and Butler retail locations
- Experience in a retail sales environment
- Ability to work in a fast-paced environment
- Consistently positive attitude
- Solid working knowledge of Microsoft Office or similar computing applications
- Strong keyboarding skills
- Confident and cordial telephone skills in both inbound and outbound call scenarios
- Detail and technically oriented mindset
- Ability to lift 20 pounds to head height

### Additional Preferred Qualifications

- Certificate equivalent or higher in a business-related discipline
- Hands on experience with Android smartphones and Google Playstore apps
- Experience with Point-of-Sale software
- Basic functional knowledge of wide area and local area networking technologies

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**Position Type, Compensation & Benefits:** This is a regular full-time, non-exempt position.

Starting pay range: \$10.00 to \$12.00 per hour. Other employment benefits include (but are not limited to nor guaranteed): Employer paid major medical, health, dental and vision insurance; Employer paid group term life insurance; Paid-time-off; Qualified profit sharing with 401K component once eligibility is established.

**Apply online at:** <https://www.pinebelt.net/careers>