

Lions Volunteer Blind Industries
Job Description
Retail Sales/Customer Service

Position: Retail Showroom Sales/Customer Service

Job Duties:

- Greet/determine customer needs
- Know/Communicate product benefits/attributes
- Take orders from customers/arrange pickup/delivery
- Compute/collect/process payments
- Answer/get answers to customer questions
- Share special pricing/discounts information
- Maintain records related to sales/service
- Maintain products and sales area to invite customer involvement
- Communicate with customers to collect information/provide quotes
- Maintain records of customer inquiries and responses
- Resolve customer complaints
- Respond PROMPTLY to customer inquiries fro pricing/Delivery
- Collect and maintain data on available inventory
- Participate in a positive way with other team members
- Establish/meet approved performance goals

Critical Skills:

- Excellent verbal/written communications skill
- Good listening skills
- Develop constructive and cooperative working relationships with others
- Exchange information clearly verbally, by phone, electronically
- Good persuasive, analytical, problem-solving skills
- Good math skills
- Good knowledge of applicable technology
- Appropriate dress, hygiene, appearance to greet public

Education: High School diploma or equivalent

Experience: Prior sales/customer service experience beneficial

Drug Test/Criminal background check required

Contact: HR Department, Volunteer Blind Industries
423-586-3922