



Retail Sales Associate, TX, OK

Locations:

- Billings
- Bozeman
- Butte
- Great Falls
- Helena
- Kalispell
- Missoula

Job Summary: The Retail Sales Associate first policy is customer satisfaction for incoming telephone inquiries through first call resolution.

The Retail Sales Associate reports to the Assistant Retail Manager and maintains a strong association with the Retail Sales Manager and Contact Center in relation to customer accounts.

Essential Job Duties and Responsibilities:

- Maintain the sales quota set by local market management on a daily basis through inside sales at retail store.
- Responsible for maintaining follow-ups on sales leads, mailing information, phone calls, meeting and presentations related to Cellular service.
- Perform data entry on new accounts, service charge orders, etc.
- Evaluate customer usage patterns and make recommendations for rate plan changes.
- Responsible for striving to meet and exceed sales quotas set in accordance with the annual sales compensation plan by Corporate.
- Prepare quotes, cost analysis, and profit calculations.
- Responsible for bank deposits, daily reports, and inventory control with technicians.
- Maintain research and knowledge of new and existing products, primarily cellular systems.
- Responsible for ordering and invoicing hardware for customers.
- Responsible for requesting cellular equipment from inventory coordinator and processing purchasing orders.
- Maintain request and transfer of cellular equipment to Dobson Cellular stores, agents and customers.
- Responsible for tracking cellular equipment to the end user to prevent inventory shrinkage, loss, etc. and reporting results to inventory coordinator.
- Prepare customer hardware for delivery.
- Maintain outside sales through cold calling in prospecting field.
- Responsible for the preparation of reports and assist Management Team with special projects and any other job-related tasks.
- Comply with rules and regulations of retail location.

- Meets and exceeds team member expectations by providing service and department teamwork;
- Provides value added service to customers by doing whatever reasonable and possible to meet or exceed customer expectations;
- Demonstrates teamwork by cooperating and assisting co-workers as needed;
- Communicates effectively with customers, co-workers and management;
- Performs other duties as required to provide excellent service and teamwork;
- Adheres to policies and procedures;
- Attends work on time as scheduled;
- Required to call in to report an absence no less than two hours prior to the start of the shift by contacting the supervisor directly and stating reason for absence;
- Minimizes safety hazards by following all safety rules and procedures.
- Performs other duties clerical, proofreading, special Business projects from time to time as requested by the Management team or as business needs dictates.
- Maintain work area in a neat and orderly fashion.
- Maintain appropriate professional dress attire at all times according to position.
- Maintain confidentiality of all customer and company information.
- Represent the Company in public relations, i.e., golf tournaments, trade shows, parades, etc.

Education, Knowledge, Skills and Abilities:

- Must be able to learn all aspects of the job by on-the-job-training, attending seminars/vocational schools or classes, reading instruction manuals, etc., for this position.
- Ability to define problem(s), defines seriousness of problem(s), collect data, and establish facts.
- Knowledge of Cellular industry and ability to present information in one-on-one and small group situations to clients, and other employees in the Company, along with the capacity to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form.
- Maintain positive attitude towards co-workers and customers.
- Maintain honesty and integrity in all dealings.
- Effective time management.
- Good understanding of office etiquette, procedures and equipment.
- Professional and effective oral and written communication skills.
- Must be a self-starter, i.e., enthusiastic and outgoing personality.
- Ability to operate a motor vehicle. Must have valid motor vehicle operator's license and a responsible driving record.
- High school diploma or general education degree (GED).
- Preferably experience in Sales, the cellular industry and phone operations.
- Basic computer and network operations such as Microsoft Window and Word, and Typing.

E-mail your resume to hr@cellonenation.com

**Or mail to
P.O.Box 3387
Great Falls, MT 59703**

Or fax to 406-216-3047