

## Sales Partner Job Description

**Reports to:** Store Leader

**Core Values** – Our values are important, and you will be evaluated on how well you exemplify them. Our values are:

- Accountable – We take ownership.
- Adaptable – We embrace change.
- Driven – We continuously improve.
- Helpful – We serve with humility.
- Trustworthy – We do the right thing.

### **Areas of Responsibility and Associated Tasks:**

**Selling:** Sales Partner must help customers with their communication and connectivity needs by following the BeMobile Sales Process. You must be willing to strive for and satisfy industry, company, and location standards along with maintaining performance objectives and performance targets. Understanding customers' needs and wants, personalizing and recommending the product or service available, closing sales, processing transactions and collecting accounts receivable are necessary to accomplish these goals.

**Customer Outreach** -This includes utilizing all software, resources and customer lists provided by BeMobile and Verizon to proactively communicate with customers for various initiatives and drive traffic to your location.

**Customer Experience:** Connecting with customers, generating referrals, community involvement, and consistent exceptional service will aid in the success of a Sales Partner. You must be able to interact with customers while meeting all commitments, along with providing a productive and memorable experience.

**Cash & Inventory Management:** This includes accurately processing invoices, collecting, counting and providing change for transactions and handling and storing all cash appropriately per opening and closing procedures. This also includes applying promotions properly to customer accounts and confirming qualifications for the promotion are met to receive specific promotions. All Inventory, including customer trade devices, must be handled with all security measures in place including receiving inventory, processing and storing so that inventory is not lost or stolen.

**Store Cleanliness and Functionality:** You must continuously monitor the overall store cleanliness both for an impressive customer experience as well as a satisfactory work environment for our employees. Cleanliness is expected in both customer facing areas and employee break rooms, kitchenettes, bathrooms and offices. It is always expected that all areas are clutter free and clean. In addition, be attentive to making sure all fixtures, furniture, signs, security devices and display are working properly, or issues are communicated to the proper department.

**Continuous Learning** – Complete all assigned trainings via Litmos. Attend all training and development webinars/meetings invited to per your role and position. Improve product knowledge related to your position and increase skillset with tools provided by leadership, Training Department or self-education.

### **Sales Partners are also required to exhibit the following:**

- Attendance and Punctuality
- Attention to Detail
- Effective Communication
- Dependability
- Teamwork
- Professionalism

**Full Time** employees are expected to consistently work 32-40 hours per work week. Part time employees are expected to consistently work 25 or less hours per work week. Variations to schedules may happen due to seasonality and must be approved by Leadership. Requirement: Must pass required MVR and Insurance guidelines per the BeMobile Vehicle policy to drive to BeMobile events. Some training events are required.

**Additional Comments:** The above responsibilities are only a general guideline to help in your efforts to be successful. There will be adjustments and additional needs in your respective department and this document is in no way meant to be all encompassing.