



## **RETAIL STORE SALES PERSON**

The Action Group of Companies is Canada's leading truck cap & accessory distributor to both the private and industry sectors.

The Action customer service representative is an important position in our organization. CSR's are directly responsible for making sure our customers receive the highest level of service. CSR's are accountable for taking customer orders, processing payments, booking appointments, ordering parts and merchandising. This position demands excellent people and organizational skills.

## **RESPONSIBILITIES**

- Assist customers in selecting or locating merchandise. Ascertain full customer and vehicle information for orders taken. Arranging installation of product. Order merchandise from suppliers when necessary. Process payment.
- Create a positive purchasing experience.
- Answer questions and provide information to customers about merchandise. Inform customers of current sales/specials.
- Become proficient in product knowledge.
- Work in a team environment.
- Provide excellence in customer service.
- Arrange merchandise/displays in showroom.
- Keep customer files organized.
- Answer phones, return messages.

## **QUALIFICATIONS**

- Experience with automotive parts.
- Customer services experience.
- Excellent communication skills.
- Effective problem solving skills.
- High school diploma or GED.
- Computer Experience.
- Valid driver's license.