

Retail Store Manager

Job Summary

- Accepts payment, makes change in customer accounts, maintains Cricket Wireless store displays
- Communicate efficiently and effectively to offer and sale all products offered by the company Cricket Wireless
- Directly supervises and coordinates the activities of all retail sales workers

General Accountabilities

- Sell wireless phones and services efficiently
- Solves customer complaints regarding sales and service
- Stock shelves, counters, or tables with merchandise to promote sales
- Directs and coordinates activities involving sales of products, services and other subjects of sale
- Plans and directs staffing, training, and performance evaluations to develop and control sales and service knowledge
- Deliver outstanding customer service to retain and gain customers
- Orders merchandise for customers when it's not in stock
- Answers customer's questions concerning price, and use of merchandise
- Accepts payments and makes changes when needed
- Cleans shelves, counters, or tables
- Ensures store, backroom, and bathroom cleanliness
- Make sure store appearance is exactly as shown in CPOG website and items missing must be ordered through CPOG website for your store location
- Removes and records amount of cash in register at beginning and end of shift
- Calculates sales discount to determine price
- Examines merchandise to ensure that it is correctly priced and displayed and that it functions as advertised
- Assigns employees to specific duties
- Keeps sales record, prepares inventory of stock, notify when merchandise is missing by emails only
- Training and reading Cricket Wireless new materials and information released on Insight and Exceed to stay up to date with promotions
- Attend weekly meetings, some travel may be required
- Obey and be a role model for all policies and procedures
- Show professionalism and enthusiasm by working well with others and delivering great team results
- Hire, develop, manage and motivate employees within given retail location
- Participate in meetings and marketing events inside and outside of the store
- Conduct daily briefs, weekly one-ones and monthly employee evaluations
- Part Timer: 15 Cricket Protect/15 Auto Bill Pay, minimum 40 sales, \$500 accessories
- Full Timer: 25 Cricket Protect/25 Auto Bill Pay, minimum 50 sales, \$500 accessories
- Always be in approved Cricket Wireless attire ordered through Cricket Couture or approved company attire
- *The company reserves the right to add or change duties at anytime

Job Qualifications

- Reliable Transportation, willing to work weekends, and holidays at various locations as needed
- Education: High School diploma or equivalent
- Experience: 1-2 years of previous sales experience
- Spanish language is required

Skills

- Excellent verbal and written communication skills
- Proficient computer skills
- Mathematics and complex problem solving
- Monitoring and coordinating
- Management of personal resources
- Customer service orientated
- High energy with a positively inviting personality

I, _____, acknowledge that I have read and understood the above Job Description. If I fail to comply, it can result in job suspension and/or termination.

X _____

Date: _____