

## Retail Shift Leader

### Job Summary

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

### General Accountabilities

- Sell wireless phones and services efficiently
- Stock shelves, counters, or tables with merchandise to promote sales
- Deliver outstanding customer service to retain and gain customers
- Orders merchandise for the customer 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 on the CPOG website and items missing must be ordered through CPOG website for your store location
- Removes and records amount of cash in register at the beginning and end of shift
- Calculates sales discount to determine the 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 an 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
- Participate in meetings and marketing events inside and outside of the store
- 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: Minimum (1) year sales experience required
- The Spanish language is required

### Skills

- Excellent verbal and written communication skills
- Proficient computer skills
- Mathematics and problem solving
- 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: \_\_\_\_\_