Tech Dump, a division of Jobs Foundation, is a growing 501(c)(3) social enterprise providing job training and practical experience for adults facing barriers to employment to prepare them to be more valuable employees with an expanding future. We accomplish this through recycling (Tech Dump) and refurbishing (Tech Discounts) electronics at two locations in the Twin Cities.

**TITLE:** Full-Time Sales Lead  
**REPORTS TO:** Retail & Ecommerce Sales Manager  
**LOCATION:** Golden Valley Tech Discounts retail store, 825 Boone Ave. N, Golden Valley, MN 55427  
**HOURS:** Tuesday - Saturday, 9:45am - 6:15pm

**SUMMARY:**  
Drive sales by providing exceptional customer service and creating a positive experience for our social enterprise retail electronics store. The ideal candidate has a very high comfort level talking in detail about computers, cellphones, and other consumer electronics.

**ESSENTIAL SALES ASSOCIATE RESPONSIBILITIES:**  
- Utilize sales skills and techniques as well as exceptional customer service to drive store sales.  
- Properly enter all transactions into our processing systems.  
- Greet and engage customers in the store, answer the phone, and provide exceptional customer service.  
- Accurately and completely track all repairs and updates through our BusyBench ticketing system.  
- Perform key holder tasks (opening and closing the store according to policies and procedures).  
- Perform cash register transactions such as sales, exchanges, and returns expeditiously and with a high level of accuracy while staying within company guidelines.  
- Support and contribute to the product flow process in the store by receiving shipments and distributing them to the sales floor as directed.  
- Maintain a high professional standard in individual behavior, courtesy and respect.  
- Demonstrate the ability to work in and contribute to a positive team environment.  
- Assist in other store functions as needed.

**ESSENTIAL LEAD RESPONSIBILITIES:**  
- Ensure all retail spaces, repair spaces, desks, breakroom, and bathrooms are clean, organized, and well-stocked. Take pride in your space -- keep clutter, unnecessary cords, and cleaning supplies out of customer view.  
- Provide leadership during complex or stressful customer service situations.  
- Perform regular product and cash audits - note, track, and resolve all discrepancies.  
- Stay current on electronics recycling prices and intake procedures. Able to provide oversight and/or coverage when necessary.  
- Share proactive ideas and support efforts to continuously improve day-to-day operations.  
- Report all issues and provide feedback for employee reviews to the Retail & Ecommerce Sales Manager.
● Follow and enforce all safety and R2 regulations and precautions.
● Demonstrate the ability to work in and contribute to a positive team environment.
● Demonstrate the ability to work independently and stay on task.

QUALIFICATIONS AND EXPERIENCE:
● Previous retail sales experience and/or experience working in a customer service environment.
● Previous leadership experience strongly preferred.
● Previous experience in troubleshooting/repairing laptops is preferred but not required.
● Experience with Mac, Windows, and Chromebooks, is preferred but not required.
● Support of and ability to reflect the values of Tech Dump: Teamwork, Respect, Responsibility, Commitment, and Hope.
● Excellent organizational and multitasking skills, with strong attention to detail.
● Ability to sit/stand/ and be mobile for extended periods of time.
● Ability to lift and move up to 40lbs, utilizing appropriate equipment and safety techniques.

Additional Position Information:
● Pay Range:  $18 - $20/hour, DOQ
● Classification:  Non-exempt, according to FLSA guidelines.
● Vaccination Requirement: Must be fully vaccinated or have completed your 1st dose prior to your start date.
● Benefits: Full benefits package available after 60 days of employment including group health plan, employer HSA contribution, STD, LTD, and a retirement match. We also offer PTO, full 40-hour workweeks, paid holidays, and company apparel!
● Physical Requirements: The warehouse environment includes regular standing, walking, sitting at desk, use of PC, and occasional lifting up to 25#.
● Work Schedule: This is a full-time position. Core working hours are Tuesday - Saturday 9:45 a.m. to 6:15 p.m.
● Other: This position may include occasional travel within the Twin Cities metro area for meetings at several locations. Occasional evening or weekend availability may be necessary.

This job description may not cover or contain a comprehensive listing of activities or responsibilities that are required of the employee for this job. Activities and responsibilities may change at any time.

Tech Dump/Tech Discounts is an equal opportunity employer.

Updated on 01/07/2022