



## POSITION DESCRIPTION

*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 three locations in the Twin Cities.*

**TITLE:** Tech Discounts Store Manager

**REPORTS TO:** Sales & Marketing Manager

**LOCATION:** Tech Discounts Retail Store, 825 Boone Avenue, Golden Valley, MN 55427

### **SUMMARY:**

Assisting customers with the selection of and the purchasing of quality refurbished electronics. Drive sales by providing exceptional customer service and creating a positive customer experience for our social enterprise retail electronics shop. Selling our refurbished and warranted electronics helps to support our social and environmental mission.

### **ESSENTIAL ACCOUNTABILITIES:**

- Provide exceptional customer service to a wide variety of customers via telephone, email, chat, and in-person sales.
- Ensure all customers, staff, and fellow coworkers are treated with equity and respect.
- Join the Sales & Marketing Manager in providing daily oversight to work areas, ensuring employees have the information, training, materials, and supervision needed to be successful.
- Review metrics to track progress and highlight areas of training needed/performance rewarded.
- Provide training, coaching, and oversight for new employees as necessary. (Sales & Marketing Manager holds hiring/firing duties.)
- Lead regular Retail Sales Team meetings, setting agenda, tracking follow-ups tasks, and ensuring deadlines are met.
- Retail store specific:
  - Create employee schedules, ensure coverage, and manage the workflow of technicians to provide customers with quick, quality turnaround times on services rendered.
  - Stay knowledgeable about current repairs and be able to provide updates to customers and management when necessary.
  - Work with management to identify new and different ways to boost sales.
  - 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.
- Online sales-specific:
  - Ensure all online sales are picked, customized, packaged, and shipped correctly and within the predetermined time frame.
  - Ensure all pickup orders are prepared per the customers' request and their identities are verified at the time of pickup.
- Coordinate pricing and delivery of the product for large orders with the Sales & Purchasing Manager.



- Coordinate the movement of products between locations with the eCommerce Product & Warehouse Lead.
- Share proactive ideas and support efforts to continuously improve day-to-day operations.
- Report all issues and provide feedback for employee reviews to the Sales & Marketing Manager.
- Follow and enforce all safety and R2 regulations and precautions.
- Maintain a high professional standard in individual behavior, courtesy, and respect.
- Demonstrate the ability to work in and contribute to a positive team environment.

#### **QUALIFICATIONS AND EXPERIENCE:**

- Ability to be mobile on the sales floor and/or sitting at a computer for extended periods of time.
- Ability to lift and move up to 40lbs, utilizing appropriate equipment and safety techniques.
- Drug-free, with pre-employment and monthly drug testing.
- Self-starting and self-managing.
- Excellent communication skills both verbal and written; must be professional and courteous.
- Excellent organizational and multitasking skills, with strong attention to detail.
- Dedication to process improvement, to constantly make our business better.
- **Preferences:**
  - Previous retail sales, management, and/or customer service environment experience is strongly preferred.
  - Previous experience with laptops, desktops, tablets, and/or smartphones strongly preferred.
- Support of and ability to reflect the values of Tech Dump: Teamwork, Respect, Responsibility, Commitment, and Hope.

#### **Additional Position Information:**

*Pay Range:* \$18.00 - \$22.00, DOQ

*Classification:* Non-exempt, according to FLSA guidelines.

*Physical Requirements:* The retail environment includes regular standing, walking, and sitting at a desk, use of PC, occasional lifting of approximately 25#.

*Work Schedule:* This is a full-time position. Core business hours are Monday - Friday 8:30 a.m. to 5:00 p.m, the possibility of working Saturdays 10:00 a.m. - 3:00 p.m.

*Other:* This position may include occasional travel within the Twin Cities metro area for meetings. 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 is an equal opportunity employer.*

Updated on 06/24/2020