

Store Sales and Repair Lead



JOB TITLE: Store Sales and Repair Lead
DEPARTMENT: Resale/Refurbish
SUPERVISOR: Cinda Ness

E Cyclers of Idaho is an electronic recycling business that must adhere to certain policies of professionalism, safety, security, and organization. E Cyclers of Idaho strives to maintain a standard of excellency with unmatched customer service in the industry of computer sales and electronic recycling.

GENERAL JOB DESCRIPTION

Diagnosing, testing, and rebuilding computers and other electronics for resale and customer repair. Maintaining effective communication, organization, and highest work standards to professionally represent E Cyclers of Idaho. Being courteous, kind, and patient with customers.

MAJOR DUTIES AND RESPONSIBILITES

Refurbishing, testing, listing, and documenting every computer, laptop, monitor, component, cable, or electronic device that is to be sold in the store. Carefully and correctly rebuild any desktop or laptop that is worth putting time into, this is dependent upon the items value and condition. Research may be required to determine value through eBay or other appropriate websites. Safely and responsibly diagnose any hardware or software issue a customer may have when they bring in their electronic device to be repaired. Make sure they fill out a customer repair form and appropriate documentation. Make sure to test and document every item you are working on, who tested it, when it was tested, and what methods you used to test. Maintain the highest standards of professionalism and respect with customers. Be as helpful and as patient as you can, if a situation arises where a customer is angry, reassure them and try everything you can to deescalate the situation professionally. Be sure to have clear and effective communication with customers, managers, leads, and other employees at all times. Be accountable, responsible, and punctual for your work shift. Keep and manage an effective and organized inventory, documentation is required.

MINOR DUTIES AND RESPONSIBILITIES

Maintaining a clean and organized work area at all times. Having good, direct, and effective communication with the supervisor/manager and leads in other departments. Designating and labeling specific areas to leave items that may fall under the department of online sales/eBay sales, scrapping, data destruction, or customer repairs. Keep chemicals, tools, and other equipment organized at all times. Handle items with care, whether from customers or E Cyclers. Label storage, shelves, areas, or drawers when appropriate to reduce confusion and promote organization. Clean up floor, work area, bench, counters, and garbage's each day or when appropriate and as needed. Strive to maintain a clean, organized, and professional attitude and work area at all times.

QUALIFICATIONS FOR THE JOB

Education:

High School Diploma or GED.

Experience:

Proficient experience with diagnosing, testing, and rebuilding computers and electronics.

Other:

Accountability, responsibility, and respect. Good work ethic and effective communication.

KEY COMPETENCIES

Computer Skills

Effective Communication Skills

Foundational Sales Knowledge

Effective Customer Service

Willingness to learn

Data Analysis

PHYSICAL REQUIREMENTS

Occasional heavy lifting, standing, sitting, and cleaning.

Signature Approved By:

Daniel Forbush

Date Approved:

09-26-2023

Date Last Reviewed:

09-26-2023

Last Reviewed By:

Daniel Forbush