



Marlow Services LLC
158A Kentuck Rd, Danville, VA 24540
434.770.4694

Job Title:

Part-Time Customer Service Specialist

Company and Job Summary/Objective:

Marlow Services LLC is a growing family-owned small business serving the Danville, VA area with full-service phone, tablet and computer repairs, sales, tech support, and more since May 2015. We take our customer service and technical excellence very seriously. We have continued to evolve and expand our services to meet the needs of our customers and now offer a full line of retail accessories, prepaid wireless plans, audio/video digital conversion services, gaming system repairs, laser engraving and more. We'll continue to expand our services and product offerings as customer needs evolve and the skill set of our team grows. We are looking for a friendly customer-service-focused candidate with a love of consumer electronics to join our team as customer service specialist.

As a customer service specialist at our consumer electronics store, you will be the first point of contact for our valued customers, providing exceptional customer service for a wide range of technical support services and products for phones, tablets, computers, related accessories and more. Your primary responsibility will be to assist customers, in person and by phone, with product and service inquiries, technical issues, recommend services and/or products to meet customer needs, and process sales transactions accurately and efficiently. You will play a crucial role, while working as a team with the store manager and repair technicians, to ensure customer satisfaction and build lasting relationships with our clientele.

Responsibilities:

- Greet customers warmly and professionally, establishing a positive and welcoming atmosphere in the store.
- Actively listen to customers' needs and concerns, providing knowledgeable advice and guidance on product features, specifications, and comparisons in consultation with repair technician(s) and store manager.
- Assist customers in troubleshooting technical issues with their electronic devices.
- Offer solutions for product repairs and services, coordinating with the appropriate departments to ensure a seamless customer experience.
- Process sales transactions accurately and efficiently, including ringing up purchases, accepting payments and issuing receipts.
- Maintain a comprehensive understanding of the store's product inventory, pricing, promotions, and aid in value and cross-selling.
- Respond to customer inquiries through various channels, including in-person, by phone, and email, ensuring timely and professional communication.
- Handle customer concerns with empathy and patience, striving for swift resolution to enhance customer satisfaction.
- Collaborate with the service and repair team to keep customers informed about the status for their devices and provide updates as needed.
- Maintain absolute confidentiality with all customer information and devices.
- Keep the store and displays well organized and clean, ensuring that products are adequately stocked, clean and presented attractively to customers.
- Participate in training sessions and stay updated on new product releases and technological advancements in the electronic industry.
- Proactively seek feedback from customers and relay it to store management, contributing the continuous improvement and customer-centric initiatives.

- Become proficient in technical duties, such as installing various types of screen protection, performing pre-repair checks on devices, custom modifying accessories, performing device data transfers, factory resets, software updates, etc.

Qualifications/Requirements:

- High school diploma or equivalent; additional education, or experience, in electronics or related field is a plus – particularly phone and computer hardware, software and technical support.
- Previous experience in customer service, preferably in an electronics retail environment.
- General knowledge of smartphones, tablets, computers, and related accessories, along with their features and functionalities.
- Excellent interpersonal and communication skills, both verbal and written, with an ability to explain technical concepts in a clear and understandable manner.
- Empathetic and patient demeanor, capable of handling challenging customer situations with professionalism and composure.
- Proficient in basic computer applications, point of sale systems and CRM software.
- Customer-oriented mindset with focus on meeting or exceeding customer expectations.
- Ability to work in a team in a fast-paced setting.
- Strong organizational and multitasking abilities, able to prioritize and handle multiple customers interactions and tasks simultaneously.
- Possess a strong passion for technology and eagerness to learn technical skills and stay up to date with the latest industry trends.
- Flexibility to work on Saturday and some holidays.
- Have reliable transportation and be punctual.

Compensation and Benefits:

- Starting pay is \$12/hour and up, depending on experience and skill level, with possible increase after 90-day probation period.
- Opportunity to learn real-world technical support skills with on-the-job training and mentoring.
- Option to grow into full-time and/or repair technician position.
- Paid time off to accrue after one year of service, even when part-time.
- Employee discount on all products and services.
- Fun, family-oriented work environment.

Location/Working Hours:

Work location will be at 158A Kentuck Road, Danville, VA 2454. Workdays/hours will fluctuate based on season and business levels. Applicants can expect approximately 15-25 hours/week to start.

Application Instructions:

All resumes and applications are to be submitted to online to brandy@marlowservicesllc.com. Please do not bring into the store directly! We will contact those candidates we wish to interview.

Equal Opportunity Employer Statement:

We are an equal opportunity employer.

Date Posting and Closing Date:

Posted August 2, 2021, closing date August 31, 2023.