



Retail/ Customer Service Associate

We are seeking a personable, motivated, and results driven Retail Sales Associate to join our award-winning swimming pool retail store team! This is a customer facing position. This position is responsible for upholding the highest standard of customer service while providing solutions to customers' water care problems as well as providing recommendations to keep their pools clean, clear, and sanitized.

Training will be provided, and you will always be prepared with an experienced teammate. No swimming pool knowledge required. On the job training is provided. Highly qualified candidates have excellent communication skills both written and verbal, customer service experience, the ability to multi-task, sales experience, willingness to learn new skills, and proficient in Microsoft Office. Candidates must be able to quickly adapt to change in a fast-paced environment.

Responsibilities:

- Execute customer communication and follow-up per company standards.
- Use provided resources, training, and tools to diagnose and treat customer water care problems.
- Communicate with teammates to ensure the highest standard of customer service is provided to our loyal customer base.
- Perform company operating procedures to standards to ensure store upkeep, stocking, and cleanliness is executed per standards.
- Develop and grow a knowledge base of the evolving products and services.
- Collaborate and communicate with other departments as needed to execute company operating procedures.

Qualifications:

- Previous experience in customer service, sales, and other related fields.
 - Ability to build rapport with clients as well as coworkers.
 - Ability to exceed customer service expectations.
 - Excellent written and verbal communication skills.
- Ability to work independently through exceptional time management skills.
 - Exceptional organizational skills to manage a project to completion.
 - Proficient in Microsoft Office.
- Ability to multi-task and ability to adapt to change in a fast-paced environment.
 - Ability to have a positive and professional demeanor.

Job Type: Full-Time /Year-Round/In Person

Salary: \$30,000.00 - \$50,000.00 per year

Commission on sales performance is offered for this position.

Benefits: 401(k), Dental insurance, Employee discount, Health insurance, Paid time off, Vision insurance

Weekly day range:

Monday to Friday

Rotating weekends