

## **Wireless Team Lead Job Description**

We are currently searching for a full-time Wireless Team Lead to work at a mobility store in Richmond, Virginia Beach and Chesapeake, VA. This position is designed to increase sales and revenue within the wireless ecosystem: electronics, mobile phones, accessories and digital service. As a full-time sales representative you will be responsible for proactively approaching customers within store, and assisting in various wireless products and accessory sales while providing extraordinary customer service.

### **Key Responsibilities:**

#### **Sales:**

- Driving sales productivity and customer satisfaction within retail locations on various wireless products, accessories and services to customers
- Engaging in side-by-side selling with retail associates
- Growing the wireless division sales performance and other key metrics through sales, training and marketing promotions
- Developing and managing in-store promotions, and coordinating with appropriate personnel• Implementing and managing wireless sales events in retail locations
- Creating product and brand awareness for various wireless products
- Communicating competitive knowledge and advantages of various wireless carriers products and services
- Effectively communicating various wireless carriers plans, features, products and services to customers
- Creating first-rate customer experiences
- Supporting select retail outlets in assigned geographical territory

#### **Training and Coaching:**

- Providing customer service consultation within retail locations
- Coaching for content and skill improvement to the retail store management and sales associates
- Providing positive reinforcement and adult learning techniques to promote learning and skill improvement
- Maintaining sound knowledge of multiple carriers wireless products and services

- Attending requested training sessions and conference calls
- Reviewing new product and service offerings from company
- Establishing and managing critical relationships within store
- Developing and managing positive business relationships with retail store management and employees
- Serving as a point of escalation for questions or issues including individual customer issues

**Merchandising:**

- Ensuring proper merchandising at locations, including product placement, maintenance, and brand compliance
- Increasing visibility of wireless carriers products and services
- Restocking merchandise as needed and allowed