



WIREFRASS

GEORGIA TECHNICAL COLLEGE®

Sales and Service Associate

Administrative and Support Services (NAICS 561)

LOCATION: Valdosta, GA

STATUS: FT Employment

FLSA STATUS: Non-Exempt

DUTIES

Essential Functions/Core Responsibilities:

- Achieving specific sales targets and maximizing sale opportunities on each and every call.
- Use non-scripted probing techniques to determine customer needs and offer the most appropriate product or service to address their needs.
- Maintain broad knowledge of products, pricing, promotions, and procedures.
- Ensure service delivered to our customers meets contractual sales goals and other Key Performance Indicators ('KPIs').
- Greet customers in a courteous, friendly, and professional manner using agreed upon procedures.
- Listen attentively to customer needs and concerns; demonstrate empathy while maximizing opportunity to build rapport with the customer.
- Clarify customer requirements; probe for understanding, use tools and resources to appropriately provide resolution to the customer.
- Prepare complete and accurate work including appropriately notating accounts as required.
- Participate in activities designed to improve customer satisfaction and sales performance.
- Answer billing questions by talking through components of customer accounts.

SHIFT WORKED

Day, Evening

WORKING CONDITIONS

Pleasant working conditions.

Indoor.

MINIMUM QUALIFICATIONS

- High school diploma with six months of sales experience preferred.
- Demonstrated sales technique and product knowledge preferred.
- Courteous with strong customer service orientation.
- Strong communication and negotiation skills required.
- Ability to effectively communicate, both written and verbally.
- Skilled in multitasking; including the ability to be flexible and adapt to changes quickly.
- Strong computer navigation skills and PC Knowledge.
- Ability to learn and think conceptually.
- Dependable with proficient attention to detail.
- Demonstrate patience in all customer contact situations; including maintaining a pleasant and professional tone and manner.
- Able to rotate shifts, as needed.
- Based on location and/or program, additional experience/skills may be required.

*Job requirements may vary by country and will not contravene any local laws.

PREFERRED QUALIFICATIONS

Has program required basic skill set to perform routine tasks within simple processes but lacking program/product specific knowledge.

Works with close supervision and clearly defined procedures.

Starting to demonstrate familiarity with client terminology, operating standards and procedures.

Starter without sustained metric performance levels.

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**Telephone numbers are accessible to persons who are deaf or hard of hearing through the Georgia Relay by dialing 711 or 1-800-255-0056 from a TTY/TDD.

SALARY AND BENEFITS

\$9.25 per hour

REQUIRED TESTS

Typing test 25 wpm

APPLICATION DEADLINE

12/1/2018

APPLICANT INSTRUCTIONS/INFORMATION

THIS IS A POSTING FOR AN EXTERNAL EMPLOYER. Although all application packets **MUST** be completed via the Online Job Center at www.wiregrass.edu/about/employment.php, some external employers may require you to also submit application documents to them directly. The position ad will contain this information. As a part of the application process, interested candidates **may** be required to upload other documents such as a resume, transcripts, etc (see job center listing for more details). This posting will be removed from the Online Job Center on the date posted above. For more information regarding this position or application instructions, please contact the Human Resources & Career Services Office at (229) 333-5356 or jobplacement@wiregrass.edu.

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