



UNDERCAR PLUS

JOB DESCRIPTION

Title:
Department

Counter Person
Inside Sales

Summary

We are seeking a customer-oriented automotive parts counter person to provide product/services information and resolve any emerging problems that our clients might face with accuracy and efficiency. The goal is to ensure excellent service standards and customer satisfaction.

Responsibilities

- Manage large amounts of incoming calls
- Automotive Parts knowledge
- Identify and assess customers' needs to achieve satisfaction
- Build relationships of trust through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools. Example: computer parts cataloging and books.
- Ability to source parts
- Generate sales leads
- Meet personal/team sales targets and call handling quotas
- Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution
- Follow communication procedures, guidelines and policies
- Take the extra mile to engage customers

Requirements

- Automotive parts knowledge with experience
- Track record of over-achieving quota
- Strong phone contact handling skills and active listening
- Customer orientation and ability to adapt/respond to different types of characters
- Excellent communication and presentation skills
- Ability to multi-task
- High school degree