



Man-Tra-Con Corporation is working with a local employer to fill the following position:

**Job Title:** Sales Advocate (DK-101019-02)

**Location:** Marion, Carbondale, and Harrisburg, Illinois

**Salary:** Base plus commission

### **Job Description**

Cricket Wireless is seeking candidates for (6) Sales Advocate positions at store locations in Marion, Carbondale, and Harrisburg, Illinois. Duties include the following:

- Responsible for full operation of wireless retail store including opening, closing, staffing, service levels, cash and inventory.
- Make staffing adjustments as needed to meet the needs of the business.
- Majority of business hours are spent hands on in the sales floor greeting customers, coaching employees and running the business where it matters most which is close to the customer and sales team.
- Establish and exceed organizational performance and individual performance goals.
- Complete duties and provide leadership designed to deliver high levels of service to customers within the framework of established company policies.
- Screen and hire outstanding talent for the organization and recruit sales staff on an ongoing basis.
- Responsible for all aspects of retail including hiring, training, marketing, loss prevention, P&L and team leadership.
- Ensure that visual merchandising is appealing to customers while adhering to Cricket Wireless standards.
- Ability to motivate, encourages, coach, develop, lead and train a winning sales team.
- Provide answers directly to customers concerning billing processes, roaming, equipment, service-plan upgrades and other customer service related issues inquiries.
- Ensure that sales associates are up to speed on training for new products and offerings, and know the sales techniques necessary to sell them
- Participate in community events, local marketing events and public relations activities to develop a positive image for the company in the local community.

### **Required Qualifications**

- 1+ year(s) Management experience
- Ability to work 40+ hours per week including nights, weekends and holidays
- Experience in recruiting, interviewing and hiring sales staff
- Strong organizational skills
- Excellent written and verbal communication skills. Open to feedback on performance
- Maintain a high level of confidentiality and professionalism in dealing with employee issues and concerns
- Working knowledge of PC Windows's applications (Excel and Word)
- Valid driver's license and car insurance

## **Preferred Qualifications**

- Bachelor's degree from an accredited institution in marketing, business management or a similar field preferred
- Experience working in the tech or telecom industry
- Retail Management: 2 years (Preferred)
- Retail Sales: 2 years (Preferred)

## **How to Apply**

This employment opportunity is available at no cost to you! Apply online at <https://www.gatewaywireless.us/careers>

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