

Job Description

Retail Sales Leader (12002861)

Description

Our Retail Sales Leaders are in the best position to model the delivery of T-Mobile's "staying connected" promise for the team members. In this role, you'll also set the service standard for the Sales Associates by drawing on your creativity and insight to make the most of each customer's T-Mobile experience.

OPPORTUNITY- YOUR CHANCE TO SHINE

As a Retail Sales Leader, you'll function as a lead member of the Retail Sales Associate team, encourage team collaboration and setting the standard for performance. This is your chance to shine! With your leadership, you'll model effective approaches for interacting with different customer types. Plus, keenly focused on an outstanding customer experience, you'll help manage wait time on the sales floor and create an atmosphere that'll be a great work environment too! Your ability to juggle these responsibilities and meet personal sales goals at the same time will make for a rewarding day-to-day work experience and momentum.

TALENT SUITABILITY- ARE YOU THE RIGHT FIT?

Our best Retail Sales Leaders lead by example, modeling outstanding customer service skills and team member development. These talented pros are customer-focused team players and they encourage excellence in work standards from their team members for which they themselves set the bar. In this multi-dimensional role, you'll provide customer sales assistance alongside the Retail Sales Associates but also act as a "manager on duty" when necessary. If this kind of multi-tasking position sounds like the kind of challenge you'd relish, we'd love to hear from you.

RESPONSIBILITIES

As a Retail Sales Leader, you'll be asked to:

- Encourage customer confidence by making the store experience interactive, engaging and relevant.
- Maximize customer experience per customer visit by "solving the whole problem" (as opposed to just selling products).
- Maintain the visual appeal of your store.
- Make the most effective use of store displays and interactive devices for each of your customers.
- Use your time well, even when not serving customers (e.g., store upkeep, refresher training).
- Keep abreast of the rapidly evolving T-Mobile technology.
- Develop customer relationships, maintaining contact between store visits.

Qualifications

Previous retail or customer service-oriented experience

- Clear and persuasive verbal and written communication
- Aptitude for sensing and responding to the range of shopping types
- Grace under pressure in a fast-paced environment
- Capacity for understanding inter-team conflicts and escalating when necessary
- Ability to multi-task and prioritize
- Basic computer skills
- Stellar problem-solving skills
- Interpersonal and communication skills that enable customers to feel comfortable with our features, plans, and services
- Availability for flexible scheduling
- High School Diploma and GED required

Competitive compensation and benefits package offered

T-Mobile is an equal opportunity employer (EOE). We strongly support diversity in the workforce.

[Click here](#) to learn more about working in our Retail stores by watching this video featuring our en

Job

: Retail Sales

Primary Location

: CA-Inglewood CA

Work Locations

:

CA-Imperial & Crenshaw

3100 West Imperial Hwy Ste A

Inglewood 90303

Schedule

: Full-Time

Travel

: No

How to apply

Apply online to:

<https://tmobileusa.taleo.net/careersection/external/jobdetail.ftl?lang=en&job=12002861&rtu>

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Janaya Thomas

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