



Job Description

Sales & Administration

The Sales & Administration position is responsible for handling administrative activities related to store accounting and operations, assisting in the sales of tires and wheels to customers, and completing other duties as assigned by store management. Providing excellent customer service and completing work according to company policies, procedures, and the Code of Conduct is crucial to this position and underlies all Sales & Administration work activities and duty areas.

Essential Duty Areas

An employee must be able to successfully perform the essential duty areas of this position with or without a reasonable accommodation.

Counter Operations:

Assists in counter operations by greeting customers; discussing customer needs and answering questions related to merchandise, vehicle repairs, and other issues; accessing data on products and services for proper vehicle application and fitment; providing product and service quotes and recommendations that fit customers' needs; referring customers to qualified employees as necessary; offering and selling customers the Les Schwab Credit Program; scheduling service appointments; opening and maintaining work order details in the store's computer system; noting special instructions on customer work orders; providing customers with job status and time to completion; invoicing quotes, customer orders, and/or work orders to ensure accurate billing; processing warranties/adjustments/returns for merchandise; handling payment transactions for completed jobs; and closing out work orders.

Store Accounting/Bookkeeping:

Assists in store accounting and bookkeeping procedures by completing and verifying accuracy of daily cash counts and bank deposits; inputting, organizing, and reconciling invoices; processing payments for accounts payable; preparing and distributing accounts receivable statements; preparing monthly sales/use tax reports and Warehouse statements; processing Federal Excise Tax exemptions; preparing and submitting vendor setup/change requests to the Accounting Department; and maintaining related financial documentation.

Credit Program:

Assists in the administration of Les Schwab Credit Program by collecting information and reviewing credit applications; discussing credit options with customers; using Les Schwab's scoring system to determine customers' creditworthiness, making recommendations to management as necessary; informing customers of decisions whether or not to extend credit; processing over-limit charges to customer charge accounts with store management approval; discussing delinquent accounts with customers to solicit payment and identify collection options; recommending and discussing courses of action related to past due accounts with management and Credit Department; preparing and maintaining documents related to court filings, repossessions, collection agencies, and write-offs; maintaining and verifying write-offs; reconciling pay-by-invoice accounts; and processing billing transfers and inter-store account transfers.

Safety:

Maintains a safe work environment by monitoring store for safety hazards; monitoring, identifying, and correcting unsafe work procedures or conditions; reporting safety issues to store management or safety committee; and participating on store safety committees and attending store safety meetings; and following Company policies and hazardous energy and materials procedures, and report violations.

Store Operations:

Assists in store operations by interacting with Headquarters to resolve problems such as credit account issues, invoice billing issues, and problems with store computer systems; taking appropriate action or discussing issues with management as necessary; assisting in processing new hire, OSHA, workers' compensation, and liability documentation; and preparing employee time-entry for store management verification.

Store Sales:

Promotes store sales by being aware of customers in the showroom; engaging customers inside the store and on the phone; communicating inspection results; asking questions to identify customer wants and needs; and referring customers to qualified employees as necessary.

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Other:

Completes other work activities as directed by store management; including, store advertising, merchandising and display, employee training, store inventory procedures, and store clean-up and maintenance.

Skill Areas

An employee must be capable in each of the areas listed below to successfully learn and perform the responsibilities of this position. Competency in each of these areas is required at the time of hire.

Basic Math – The ability to add, subtract, multiply, and divide whole numbers, decimals, percentages, and fractions.

Communication Skills – The ability to communicate information clearly and politely (both verbally and in writing) while ensuring that the quality and content of the message are relevant to the circumstances. This includes the ability to accurately record information on work orders and forms. This also includes the ability and willingness to carefully listen to others by asking appropriate questions and avoiding interruptions.

Customer Service Orientation – The willingness to provide excellent service to customers by being friendly and enthusiastic, building trust, and anticipating and meeting customer needs. This includes the ability to be calm and professional while taking timely action to build trust and develop positive relationships with customers who are difficult or upset.

Detail Orientation – The ability to attend to and verify the accuracy and completeness of detailed information. This includes the ability to identify missing and inconsistent information or data.

Getting Along with Others – The ability to establish and maintain rapport, interact comfortably, and work well with co-workers. This includes cooperating, being supportive of others, willingly helping others, considering others' ideas and opinions, sharing information, giving proper credit, and fulfilling team responsibilities.

Information Use – The ability to learn and apply new knowledge and skills. This includes the ability to read and comprehend information presented in work-related documents; to study, master, and apply the steps or procedures required to perform a variety of tasks; to follow written and verbal instructions, and to ask questions where appropriate.

Problem Analysis & Resolution – The ability to anticipate and identify problems, solve problems through a logical review of relevant information, and bring issues to the attention of store management when appropriate.

Safety Orientation – Being aware of conditions that affect employee safety. This includes the willingness to abide by Les Schwab safety guidelines and hazardous energy and materials procedures, wearing Personal Protective Equipment, and avoiding taking safety risks.

Work Ethic – The ability and willingness to be positive, enthusiastic, and professional with customers and co-workers. This includes a willingness to take independent action to complete job tasks; take responsibility for work activities; complete tasks accurately, efficiently, and in a timely manner; and take interest in self-development. This also includes attending work consistently, arriving on time, and following store rules and expectations.

Multi-tasking – The ability to perform two or more tasks simultaneously or to shift back and forth between two or more activities or sources of information.

Resilience – The ability to adapt to and work effectively under pressure. This includes the ability to work through challenges and adjust to changes at work.

The skill areas listed below are also important or critical to successful performance in the Sales & Administration job; however, these skills are not required at the time of hire.

Back Office Functions – Ability to perform back office functions such as bank deposits, accounts payable, accounts receivable, and document reconciliation. This includes knowledge of Company guidelines and procedures related to each function.



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Company Policies – Knowledge of Les Schwab policies and procedures. This includes the willingness to learn, understand and apply Company policy.

Credit Procedures – The ability to pull, read, and understand credit reports; determine customer credit worthiness. This includes knowledge of Company credit-granting guidelines and legal requirements.

Data Entry & Retrieval – The ability to quickly enter and retrieve data and look up information on Les Schwab computer systems using a keyboard or mouse.

Filing – The ability to file documents in a logical and rational manner using alphanumeric, categorical or date order filing systems. This includes knowledge of company filing and record retention procedures.

Planning and Organizing – The ability to set priorities, plan and coordinate work activities, and obtain and manage resources so that work is accomplished efficiently.

Sales & Marketing – The knowledge of Les Schwab products and services including product line-up, price points, mark-ups, sales items, and promotions and the ability to sell Les Schwab products and services successfully by recognizing opportunities to establish credibility with customers, address customers' issues and concerns; and share product information and benefits. This includes knowledge of best promotion and marketing approaches to improve store performance.

Monitoring – The ability to simultaneously attend to multiple aspects of one's work environment. This includes the ability to monitor and assess customer actions and store appearance in order to make improvements or take corrective action.

Physical Abilities

An employee in the Sales & Administration position must be able to coordinate movement of fingers of one or both hands and walk repeatedly or stand continuously throughout the day without fatiguing. An employee also must be able to drive vehicles, see details at a close range, and detect sounds in order to perform one or more of the essential duty areas of this position.

Work Environment

Working in the following environment is necessary to perform one or more of the essential duty areas of this position.

Works mandatory overtime as needed to meet customer demand, often with little or no advance notice.

Works Saturdays on a regular basis and works Sundays occasionally to meet special store needs (for example, yearly inventory).