

Position Description – Retail Sales Representative

Royal Tire, Inc.
Position Description

Job Title: Retail Sales Representative	Level: Pay Grade 5
Exemption Status: Exempt	Department: Retail
Authorization:	Date: 01/01/2008

JOB SPECIFICATIONS

<u>FACTOR</u>	<u>LEVEL</u>
EDUCATION	High School
JOB RELATED EXPERIENCE	None
SUPERVISION GIVEN	None
SUPERVISION RECEIVED	Store Manager

JOB SUMMARY: The Retail Sales Representative is responsible for assuring that retail customers receive sales and service in a professional and efficient fashion. This position will adhere to, and promote, the Royal Tire mission. He/She will operate within the confines of the core company values while contributing to the success of their functional team.

ESSENTIAL JOB DUTIES:

1. Greets customers promptly and courteously.
2. Answers telephones and assists with over the counter sales.
3. Assures that all shop procedures are followed.
4. Schedules customer vehicles for service.
5. Makes use of all sales tools available.
6. Maintains current knowledge of all company products, services and prices. Ensures that customers receive accurate and current information.
7. Ensure paperwork is handled efficiently and accurately and by the Company guidelines.

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- 8. Assists other sales representatives with billing as needed.

NON-ESSENTIAL JOB DUTIES:

Performs related work as required.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Public Contact	Approximately 90% of the time
Standing	Approximately 90% of the time
Walking	Approximately 10% of the time
Bending/Stooping	Occasionally
Squatting	Occasionally
Reach above shoulder level	Occasionally
Push/Pull	Occasionally
Crouch	Occasionally
Lifting up to 35 pounds	Occasionally
Verbal communication	Continuously
Written communication	Frequently
Hearing normal conversation	Continuously
Sight, including near acuity	Continuously
Far acuity, depth perception, full field of vision and distinguishing colors	Occasionally