



Apply in person at our Tamuning location or email your resume to [careers@micropacinc.com](mailto:careers@micropacinc.com) . We are looking for an experienced, energetic, and motivated individual to join our team.

### **Job Brief:**

As a Sales Support/ Sales Associate at our company, you will be responsible for working closely with customers to determine their needs, answer questions about our products, and recommend right solutions. You should also be able to promptly resolve customer complaints and ensure maximum client satisfaction.

To be successful as a Sales Support/ Sales Associate, you should stay updated with product features and maintain our stores' visual appearance in high standards. You will also collaborate with your Supervisor or Manager on other duties like receiving shipment, stocking inventory, displaying products and demo materials, deliveries, cleaning/maintenance of appearance of the stores and creating POS tags/marketing.

Ultimately, the duties of the Sales Support/ Sales Associate are to achieve excellent customer service, while consistently meeting the store's sales goals. Kindly note that although this position is labeled as part-time, it is subject to change based on performance.

### **Responsibilities:**

- Ensure high level of customer satisfaction through excellent sales service
- Identify customer' needs and provide assistance and information on product features



- Welcome customers to the store and answer their queries
- Follow and achieve department's sales goals on a monthly, quarterly, and yearly basis
- "Go the extra mile" to drive sales
- Maintain instock and presentable condition in assigned areas
- Actively seek out customer in store
- Remain knowledgeable on products offered and discuss available options
- Process POS (PointOfSale) purchases
- CrossSell Products
- Handle returns of merchandise process
- Team up with coworkers to ensure proper customer service
- Build productive trust relationships with customers
- Comply with inventory control procedures
- Suggest ways to improve sales (eg. planning, marketing activities, changing store's design)

**Requirements:**

- Basic understanding of sales principles and customer service practices
- Proficient in English (Written and verbal)
- Basic Math skills
- Working knowledge of customer and market dynamics and requirements
- Track record of overachieving sales quota
- Hands on experience with POS transactions
- Familiarity with inventory procedures
- Solid communication and interpersonal skill
- A friendly and energetic personality with customer focus



- Ability to perform under pressure and address complaints in a timely manner
- Availability to work flexible shifts , especially during the holiday period
- High school degree or equivalent
- Knowledgeable in MS applications
- Must have a valid Guam driver's licenses and reliable transportation