

CUSTOMER SERVICE REPRESENTATIVE/SALES ASSOCIATE

About Us:

At Autospa, we're dedicated to providing top-notch automotive care with a touch of luxury. Our mission is to enhance every customer's experience with exceptional service and attention to detail. We're passionate about cars and committed to delivering excellence in every interaction.

Position Overview:

We're seeking an enthusiastic and customer-focused individual to join our team as a Customer Service Representative / Sales Associate. In this dual role, you'll be the first point of contact for our valued customers, ensuring their needs are met with professionalism and care. Additionally, you'll drive sales by presenting our premium services and products, contributing to our goal of delivering unparalleled automotive experiences.

Key Responsibilities:

- **Customer Service:**
 - Greet customers warmly and assist them with inquiries, concerns, and service needs.
 - Manage and resolve customer complaints and issues with a positive attitude.
 - Provide detailed information about our services, including pricing, promotions, and benefits.
 - Communicate with customers via phone and maintain a high level of professionalism and phone etiquette at all times
- **Sales:**
 - Actively engage with customers to identify their needs and recommend appropriate services and products.
 - Promote and upsell additional services, packages, and products to enhance the customer experience.
 - Process transactions accurately and efficiently using our point-of-sale system and be able to handle cash flow.
- **Administrative Tasks:**
 - Schedule and confirm appointments, ensuring optimal utilization of resources.
 - Maintain accurate records of customer interactions and transactions.
 - Assist with inventory management and restocking of products as needed.

Qualifications:

- **Experience:** Prior experience in a customer service or sales role is required.

- **Skills:** Exceptional organizational skills, with the ability to manage multiple tasks and prioritize effectively. Strong communication skills and a proactive approach to problem-solving.
- **Technical:** Proficiency with point-of-sale systems and basic technical problem-solving. Ability to learn new systems quickly.
- **Personal Traits:** Positive attitude, high energy, and a genuine interest in helping others. Ability to multitask and thrive in a fast-paced environment.

Benefits:

- **Health Insurance:** Medical, dental, and vision coverage to keep you and your family healthy and secure as well as life insurance.
- **Tips:** Earn additional income through a rewarding tip structure that recognizes your exceptional service and performance.
- **Performance-Based Incentives:** Attractive bonus structure and performance-based incentives to reward your exceptional contributions and drive with extra income.
- **Employee Discounts:** Enjoy exclusive discounts on products and services.
- Comprehensive training and ongoing professional development
- A dynamic and supportive work environment
- Opportunities for career growth within the company

How to Apply:

If you're ready to be a part of a team that values excellence and customer satisfaction, we'd love to hear from you! Please submit your resume and a cover letter detailing your interest in the role and how your skills align with our needs.

Autospa is an equal-opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Become a part of the Autospa Customer Service Team and help us deliver excellence with every transaction!