



WIRELESS SALES STORE MANAGER

(Hourly + Commission + Bonuses)

JOB TITLE: Wireless Sales Store Manager

FLSA STATUS: Non-Exempt

WORK STATUS: Full Time

JOB TYPE: Permanent

LOCATION: Multiple Store Locations (San Diego and Los Angeles areas)

Looking for a rewarding and challenging opportunity? Do you want to do something that has a purpose and is valued? The wireless industry is booming and now is the perfect time to get involved with a rapidly developing business. As a Premier Agent for T-Mobile, we pride ourselves on offering superior customer service, advancement opportunities, and a fun success-driven work environment. We are currently seeking motivated Retail Sales Associates for locations throughout Los Angeles and San Diego. Join the team!

What Do YOU Get?!

- Growth OPPORTUNITIES in the booming wireless industry
- Hourly AND commission pay
- Monthly bonuses & contests
- Employee discounts on personal cell phone lines & accessories
- PTO (paid time off) accrues after 7th month of employment
- 401K Plan (when eligible)
- Medical, dental & vision insurance (when eligible)
- Fun, upbeat work environment

Responsibilities:

- Translate high level marketing strategy into day-to-day actions
- Build a team of Associates and equip them with skills to deliver the best possible customer experience
- Use regular meetings with sales reps to discuss day-to-day operations, as well as upcoming store events, promotions and training
- Keep store performance scorecards, a tracking areas such as: operational compliance, team dynamics, store appearance, customer satisfaction, and a rolling list of improvement areas
- Pinpoint performance gaps, address them with a sense of urgency, and escalate serious issues when appropriate
- Identify gaps in operations compliance and procedures, and provide on-the-spot coaching
- Recognize and celebrate team successes
- Serve as a point of contact for job fairs /open houses
- Plan local events and promotions consistent with T-Mobile's marketing initiatives and branding
- Promote effective communication between stores in your market
- Analyze the store P&L for individual for performance gaps and opportunity areas
- Cultivate confidence in employees and inspire them to be passionate about customer satisfaction

Skills & Qualifications:

- Abilities to train, motivate, coach and develop a successful sales team
- Stellar interpersonal skills
- Operational and financial performance management know-how especially site P&L
- Strong knowledge of common business applications (Web browsers, Outlook, Excel, Word, PowerPoint, etc.)
- Ability to demonstrate financial results in sales individually & organizationally



Requirements:

- Bilingual highly preferred
- Minimum 3 years of sales management & some wireless experience required
- Track record of high personal performance
- Flexible schedule (willing to work nights, weekends, & holidays)
- Reliable transportation

Join the HIT Mobile team, and be ready for a rewarding experience!