



## RETAIL SERVICE ADVISOR

**Department:** Service/Sales

**Reports to:** Store Manager

### **Who We Are:**

B-Sew Inn is a family-owned sales organization that has been serving sewing and creative enthusiasts for over 25 years. Together with our team, we operate a successful sewing machine and service business by delivering excellence and inspiration to our guests (customers). With five retail locations in Oklahoma, Arkansas and Missouri, a Nationwide Education Sales Division based in Hawaii, an Events Sales Division, and our E-Commerce Divisions, we continue to experience healthy growth and financial stability. Our Distribution Center and Administration Offices, based in Oklahoma, provides sales support and infrastructure to enable our company to be prepared for future growth and expansion.

### **Summary:**

The Retail Service Advisor position is responsible to coordinate communication between customers, service technicians and store team member involving sewing machine repair. This position will initiate machine services and repairs by ascertaining performance problems and services requested through excellent customer service while upholding B-Sew Inn's core values. This is a full-time position, 40 hours a week including Saturdays.

### **Essential Duties and Responsibilities:**

- Demonstrates a positive attitude and a willingness to adhere to BSI's culture, including finding a way to say "Yes".
- Greet guest at service check in and determine service needs by listening to guest's description of symptoms.
- Troubleshoot, diagnose, and resolve maintenance/repair issues on a variety of home sewing/embroidery machines.
- Verify warranty and service contract coverages using records in Point of Sales system.
- Provide service estimates, explaining provisions and exclusions. If machine requires additional work beyond original estimate, contact the customer to advise the extra cost and obtain approval to proceed.
- Provide indication of when service will be completed.
- Write repair orders by describing symptoms, problems, and causes, as well as repairs and services required using check in sheet and entering order into Point of Sale system.
- Exhibits sales skills required to achieve personal and store goals; demonstrate persistence, overcome obstacles; recognize and act on opportunities to create sales off service.
- Displays merchandise at service check in, suggests selections that meet guests' needs, and emphasizes selling points of article such as quality and utility.
- Process basic sales invoices using Point of Sales system.
- Uses computer database to research availability of merchandise.
- Complete necessary product orders and inventory reports – only applicable in certain locations.
- Participates in Physical Inventory.
- Sells service contracts for machines sold.
- Maintain customer records including current contact information such as phone and email.
- Update job knowledge by participating in educational opportunities, reading manufacturer's publications, etc.



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- Maintain good relationships with guests.
- Ensure a high level of customer satisfaction by meeting customer needs in a courteous manner.
- Manage difficult or emotional customer situations, solicit customer feedback to improve service, respond to requests for service and assistance in a prompt manner.
- Cleans shelves, counters, tables, and other general retail cleaning duties.
- Other duties as assigned.

### **Qualifications:**

High school diploma or GED required.

2-year technical degree or similar related field preferred

### **Skills and Requirements:**

- Ability to learn and apply new skills, requiring minimal supervision.
- Ability to speak clearly and persuasively in positive or negative situations. Listens, gets clarification, and responds well to questions.
- Great attention to detail.
- Diligent and punctual.
- Ability to follow instructions, respond to management direct and takes responsibility for own actions.
- Ability to add, subtract, multiply and divide in all units of measure.
- Familiarity with computer skills; willingness to learn Point of Sale Inventory Functions.
- Ability to lift 100lbs.
- Ability to work in a team-oriented environment.

### **Physical Demands and Work Environment:**

This position is in a standard retail environment with desktop business equipment and telephone calls. Noise level is moderate. While performing the duties of this job, the team member is regularly required to stand and walk for long periods of time and must constantly reach with hands and fingers; climb or balance and stoop, kneel, crouch, or crawl. Frequent hearing and talking is required. This role routinely uses standard office equipment such as computers, and phones; keyboard typing is required. This position requires the ability to occasionally lift and carry supplies and shipments up to 100lbs. Near vision must be used regularly when completing repairs. Hearing must be used regularly in the diagnosing of machine issues and adjustments. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

### **Benefits Include:**

- Competitive Wages
- Group Health Insurance
- Life Insurance
- AD&D Insurance
- Optional Vision & Dental Insurance
- Vacation Days
- Personal Time Off
- Holiday Pay
- Pre-Tax Retirement Program
- Team Member Discounts