



## Retail Sales Representative

Are you a motivated and ambitious sales professional seeking a rewarding career with a rapidly expanding company? We have an exciting opportunity for a Residential Sales Representative at Syntrio. Join our team and enjoy fantastic employee benefits, a positive work environment, and supportive colleagues.

As a Residential Sales Representative, you will be responsible for selling our innovative range of Syntrio products and services to both new and existing customers. You'll engage with customers to truly understand their needs and leverage your expert product knowledge to provide tailored solutions that exceed their expectations. In addition, you'll ensure smooth store operations and adhere to our company and retail policies and procedures.

### Key Responsibilities:

- Act as an ambassador of the brand – on and off the clock.
- Utilize your expert knowledge of our products to identify the perfect solution for customers, highlighting key features, benefits, and overall value.
- Take proactive measures to perform supporting marketing and sales efforts to meet and exceed goals and targets.
- Efficiently address customer issues, questions, and concerns in a timely manner, providing thorough follow-up.
- Guide customers through the entire sales process, ensuring they are informed and supported every step of the way, including paperwork, scheduling, and payment.
- Collaborate with team members, departments and supervisors as needed.
- Exhibits sales excellence and professionalism with a warm and friendly attitude to customers and teammates.
- Partner with technical support to troubleshoot and resolve customer's inquiries.
- Complete training requirements and actively engage in team meetings and trainings.
- Other duties and responsibilities as assigned.

### Requirements:

- Excellent communication and grammar skills through in-person, writing and telephone.
- Understand the importance of high-quality customer service and possess a customer-first mindset in all customer interactions.
- Be outgoing, positive, and self-motivated to achieve sales and performance goals.
- Possess strong organizational skills and the ability to multi-tasks effectively.
- Work productively independently and in a team-oriented environment.
- Maintain a positive attitude and always encourage, respect, and assist your team members.

### Experience:

- Prior experience working in sales and customer service (preferred)