

Customer Service Rep- Tracker FT

<https://www.basspro.com/shop/en/career-opportunities>

Position assists our customers when they come in to pick up their unit by explaining and demonstrating the operation of the boat, motor, trailer or ATV. Position is additionally responsible for checking in boats when they are delivered to the dealership.

Position responsibilities:

1. Support a strong commitment to world class customer service and ensures a pleasant and productive shopping experience for all customers.
2. Print daily delivery schedules to prepare for that day's assignments.
3. Inspect all boats scheduled for delivery and report the condition of the unit on a check list to the Service Manager.
4. Verify unit's serial number and confirm all accessories have been installed.
5. Check all rigging and mounting instructions against the work order for proper installation.
6. Contact the customer with any questions or delays in the order and confirm the delivery date and time.
7. Inspect the detailing of the unit prior to delivery.
8. Stage the unit for delivery at the scheduled time of pick-up.
9. Greet customers at time of delivery and take to them to the Business Office for completion of required paperwork.
10. Explain to customer how the unit operates and where accessories have been installed.
11. Complete the warranty packet for each unit, review the unit's packet of information provided and explain warranty.
12. Place follow up call to the customer within one week of delivery.
13. Greet delivery drivers to help unload new units received at the dealership.
14. Check in units by verifying serial numbers on each unit against invoice.
15. Once bar codes labels have been printed, place bar codes on units received.
16. Assist with physical inventories.
17. May be required to serve as back up to Service Writer and / or Warranty Clerk positions.
18. Maintain a clean and professional work area.
19. Follow all Company Policies and Procedures.
20. Perform other duties, assignments and responsibilities as needed.

Education and/or Experience

High School education or equivalent experience

Mathematical Skills / Reasoning Ability

Ability to complete simple math calculations

Communication Skills

Ability to communicate in a friendly and professional manner to our customers and other associates

Physical requirements

Able to lift up to 50 pounds

Able to work in non-air conditioned environment

Other Knowledge, Skills and Abilities

Ability to establish and maintain effective working relationships with Management, coworkers and customers

Ability to operate computer system

Marine Sales Associate-PT

<https://www.bassproCareer Opportunities.com/shop/en/career-opportunities>

Position summary:

Performs various Selling / Customer Service activities, to include greeting and acknowledging all customers in a prompt and friendly manner, handling merchandise with care, providing information, assistance and direction to customers.

Position responsibilities:

- 1) Supports a strong commitment to world class customer service and ensures a pleasant and productive shopping experience for all customers
- 2) Insure a pleasant and productive shopping experience for all customers
- 3) Demonstrate product to customers
- 4) Replenish product on shelves as required per Merchandising guidelines
- 5) Remains Product "expert" through ongoing product knowledge training
- 6) Knowledgeable of advertised sales; maintain pricing and signing
- 7) Assist with "Seasonal" floor merchandise moves
- 8) Restock merchandise as required
- 9) Keeps work area clean, neat and well stocked with supplies
- 10) Follows all Company Policies and Procedures

Education and/or Experience

High School education or equivalent experience

Mathematical Skills / Reasoning Ability

Ability to calculate figures such as discounts and make change to customers

Communication Skills

Ability to communicate in a friendly and professional manner to our customers and other associates

Physical requirements

Able to lift up to 50 pounds

Able to stand for extended periods

Other Knowledge, Skills and Abilities

Ability to establish and maintain effective working relationships with Management, coworkers and customers.

Ability to operate computerized Point of Sale register system