

MANAGER TRAINEE (MT)

Basic Duties:

- Assist the Customer Accounts department in agreement renewals

Reporting:

- Reports directly to the GM (or CAM with GM direction)

Primary Responsibilities:

- Direct immediate contact with customers who have not renewed their agreements
- Act as a customer counselor who resells the benefits of timely agreement renewal payments
- Clean and certify merchandise in the QA center as needed
- Complete and maintain weekly vehicle maintenance sheet and route sheets daily
- Document all customer promises and update customer information in the POS system
- Assist with merchandise returns and customer deliveries as directed by the GM
- Perform the responsibilities of the CAM when directed
- Other tasks as assigned by management
- Safely operate a company vehicle
- Maintain updated customer information

Requirements of Position:

- Must be able to lift, load, and “dolly” merchandise up to 300 pounds
- Have good communication and interpersonal relationship skills
- Strong telephone etiquette
- Good organizational skills
- Professional appearance
- Good driving skills

Pre-Employment:

- Successful reference checks and verification
- Must have a valid driver’s license
- Must be able to pass a drug screen
- Must be able to pass a criminal and driving background investigation