

## Position: Parts Sales Person

### About Interstate Supplies & Services

Interstate Supplies and Services (ISS) has been providing superior service to customers since 1995. With over 25 years of experience and a commitment to excellence, we have earned our reputation as the best Outdoor Power Equipment Store in the Charlotte Metro Area. We offer the highest quality of products and services available in today's market.

Located in Stallings, NC (just outside of Matthews), we specialize in Outdoor Power Equipment (OPE). Offering Sales, Parts and Service, we truly are a one stop shop.

We carry most of the nation's (and world's) leading brands of OPE. Some of our brands include Stihl, Echo, Exmark, Wright, Hustler, Bradley Mowers, Billy Goat, and Greenworks Commercial (just to name a few). We at ISS do everything from sales to service on these brands to ensure customers can count on us for ANY OPE needs.

As a family-owned business, we find it important to distinguish ourselves from the big box retailers and other chains. We pride ourselves on delivering the best deals to our customers with great customer service. Our customers include both residential and commercial accounts, so we carry a wide range of products. It is our goal to understand each customer and their individual needs.

### General Requirements:

- 1 or more years of retail sales experience with a track record of success. Preferably in one of the following industries: Agricultural equipment, motor vehicle industry, outdoor power equipment recreational vehicles, construction equipment and machinery, small engine, and accessories.
- Must have Stihl and Briggs and Stratton class qualifications
- Must be willing to work a normal 40 hours per week and longer hours as required to meet customer demands.
- Able to Lift and handle heavy loads up to 70 lbs. plus work outdoors and indoors in all weather.

### Key responsibilities and accountabilities:

- Primary Responsibility: Sale of whole goods to customers and provide excellent customer service.
- Greet all customers promptly and courteously as they enter the store and help them with their specific needs and direct customers to products that meet their needs
- Follow up on new leads and referrals resulting from field activity
- Prepare presentations, proposals, and sales contracts. Know the procedures for processing paperwork.
- Coordinate company staff to accomplish the work required to close sales.
- Give accurate and current information about the product for all inquiries; If the correct information is not at hand, do everything possible to provide an answer before the customer leaves the store
- Remember to always "use your best judgment" as outlined in the Employee's Handbook
- Increase the customer base by adding new customers to the mailing list.

### Daily Duties and Responsibilities:

- Begin each workday with a positive attitude by encouraging each sales and customer service rep to meet their daily goals and develop a sense of “team” in the sales department and across other departments.
- Keep daily records of sale of whole goods profit and loss
- Merchandising, cleanliness and tidiness of showroom and used equipment areas.
- Continually seeking technical and product knowledge, staying abreast of new developments, study and follow OEM recommendations.

### Weekly Duties and Responsibilities:

- Meet with sales manager for departmental overviews of goals and objectives for the week. Discuss promotions and opportunities for the department as well as opportunities to exceed expectations.
- Evaluate and update sales brochures and displays to make sure they are accurate, timely and present a quality, professional appearance. Give an accurate count of all sales material to the sales manager.
- Meet with sales team to discuss issues and opportunities to improve equipment sales.

### Monthly Duties and Responsibilities:

- Meet with the sales manager to discuss work performance based upon goals and expectations for preceding month and upcoming month. If needed, work with the sales manager to set an improvement process in place

### Location:

- 511 Union West Blvd. Stallings, NC 28104

### Send Resume to:

- [josua@iss-go.com](mailto:josua@iss-go.com)

### Contact Information:

- (704) 893-2878

## Our Values

### Leadership

At ISS, our customers always receive the quality and service that one would expect from a leader. Our company is in a state of constant evolution as the needs of our customers and the state of the market is perpetually shifting. By working with us and shopping our store, our customers can rest easy knowing that they are getting the latest developments in the industry. By staying focused on being a leader of the industry, we only hire the best. Our sales representatives are extremely knowledgeable and ready to assist customers over the phone or in person.

### Customer Relations

Our utmost priority is customer satisfaction. The customer is important to us, so they can expect us to go the extra mile for them and/or their business. Our superior customer service is the hallmark of Interstate Supplies and Services. We pride ourselves on partnering with our customers to ensure an awesome in-store or over-the-phone experience.

Our friendly and professional staff is always willing to work with the customer to achieve the best possible outcome. It does not matter if they are looking to get some blades sharpened or to buy a whole new mower, they will be treated equally.

### Teamwork

Our store could not function without good teamwork from every employee. Many times throughout a day, a call will come in or a customer will walk through the door that requires multiple employees' attention. We rely on good communication and transparency between our employees.

Teamwork goes beyond working well with your fellow employees and extends to our customer base. We understand that every person walks in here with a different goal in mind and it is our job to help them reach that goal. We partner with the customers and include them as part of our team to ensure we tailor the experience of each customer.

**EEO Disclosure Statement:**

Interstate Supplies & Services is an equal opportunity employer. In accordance with anti-discrimination law, it is the purpose of this policy to effectuate these principles and mandates. Interstate Supplies & Services prohibits discrimination and harassment of any type and affords equal employment opportunities to employees and applicants without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status, or any other characteristic protected by law. Interstate Supplies & Services conforms to the spirit as well as to the letter of all applicable laws and regulations.