

Supersonic Music Sales Associate

Supersonic Music is a leading drum and guitar store in Topeka Kansas. Started in 1998, Supersonic Music provides the region with quality Drums, Guitars, Amps, PA Gear, and Keyboards. Some of Supersonic Music's top brands include PRS, G&L, Ibanez, Charvel, Jackson, Roland & Boss, Mesa/Boogie, Vox, Mackie, DW, Mapex, Gibraltar, Zildjian, Sabian, and Bosphorus, as well Supersonic Music deals with used instruments and gear in all these categories. Serving beginners to professionals, locals and customers abroad, churches and schools, Supersonic Music provides excellent customer service including lessons, drum & guitar repair, customization, consulting, installation, and rentals. Supersonic Music in Topeka also houses our brother company, TreeHouse Custom Drums, a workshop producing drums sold across the world. Supersonic has an auxiliary store in Lawrence, KS providing the same great service and most of the same brands as our main Topeka location. Please note: This is not a clerk position; it's a sales position that requires attention to detail and diligent work. Although there are requirements and preferences, we are willing to train the right person possessing the right attitude.

Job Purpose:

Sales Associates directly assist customers, process transactions, and play a vital role in making our overall retail experiences positive for our customers by serving them.

Duties and Responsibilities:

- Greet and welcome customers who come into the store
- Professionally engage with customers by phone and occasionally online
- Provide direct assistance to customers
- Answer customer questions and concerns, helping them overcome objections
- Cross sell and encourage beneficial product add-ons
- Process customer purchases, returns, and exchanges
- Promote current sales, promotions, manufacturers' coupons, etc.
- Explain store benefits & encourage customers to sign up for the email list
- Handle customer complaints in a calm and professional manner
- Assist customers with rentals, layaways, consignments, financing, and other detailed store programs
- Process newly-received shipments; unpacking, checking in, pricing, displaying product while maintaining a safe environment
- Report anything unusual or any major incidents to leaders
- Help organize back stock and perform inventory counts
- Occasionally assist staff out-of-store with deliveries, installations, errands
- Organize and replenish front stock and help merchandise store
- Maintain a clean and tidy workspace and retail space
- Be enthusiastic and informative about all products
- Create a positive environment in which to shop and buy
- Engage with projects to increase sales from outside of the physical stores
- Take direction from and report to assigned leaders
- Be willing to engage in cross-training of tasks in other departments
- Work as a part of a team to achieve and exceed sales goals

Requirements and Qualifications:

College degree preferred; high school diploma or equivalent required
Previous retail or sales experience preferred
Multi-Lingual, especially being fluent in Spanish preferred
Musician in some capacity required, excellence in guitar &/or music tech preferred
Extremely personable, positive, and approachable with a great sense of humor
Fantastic customer service skills with a commitment to excellent service
Proficiently and safely use hand tools and power tools
Ability to perform basic maintenance tasks such as changing guitar strings and drumheads
Willing to work hard
Comfortable standing for long periods of time
Able to use stairs and lift over 75 pounds at a time
Ability to accurately administer various systems including, but not limited to data entry, spreadsheets, invoicing, reconciliation, calendar, phone, Mac desktops, etc.
Good with math, especially percentages
Okay with shifting schedules, and working on weekends & holidays
Able to multitask while being attentive to customers' needs and remaining in touch with the needs of the business
Able to work as part of a team and take initiative independent of direct supervision
Communicate well both verbally and in writing
Strong sense of detail and organization without being freaked out by clutter
Patient with dealing with a wide variety of personality types
Professional, punctual personal time management, low drama, respectful, flexible
Active learner, able to study and retain sales techniques, store systems training, product information, etc
Well-regarded by peers in the community
Highest moral and ethical integrity including honesty, reliability and Doing What's Right Because it's the Right Thing To Do
Happy personalty, motivated self-discipline, focus, confidence without arrogance and genuine humility are required traits

HR Package:

Competitive salary for well-qualified candidates who become full-time

Full-time benefits include:

- paid vacation days throughout the year (New Year's Day, Easter, Independence Day, Thanksgiving, Christmas)

- 1 week paid vacation/sick leave

- opportunity to participate in retirement program after vetting

- discounts for purchases of gear for personal use

- unpaid allowances for tours, vacations, etc. with advance notice

Part-time employees receive hourly wage, purchase discounts and unpaid time off allowances

Typically, employees start with a 30-day trial, 60-day review, then annual reviews

Please send resume and completed application to stephanie@supersonicmusic.com with "Supersonic Sales Associate" followed by your name as the subject. Alternatively, mail or bring the above documents, sealed & labeled in an envelope, to 117 SE 6th Ave Topeka, KS 66603 attention "Stephanie." Application and more information can be found at <https://www.supersonicmusic.com/careers.html> Absolutely No phone calls.

Please note that this job description is not intended to be a complete list of duties as additional responsibilities may be assigned as needed.