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Customer Accounts Manager

Employer

Bargain Center
1816 Main St
Winfield, Kansas 67156

Job Description

Position Type: Full & Part-Time

Basic Duties:

- Manages the Customer Accounts Department, which is responsible for the renewal payment process.
- Responsible for achieving company standards on non-renewal closing percentages.

Reporting: Reports directly to the General Manager Primary

Responsibilities:

- Monitor and recommend payment frequency changes to the GM based on customer payment history.
- Immediate contact of all customers who have not renewed their agreement.
- Act as a customer counselor who resells the benefits of timely renewal payments.
- Document all customer promises and update customer information in the store computer system.
- Monitor the accuracy of customer classifications according to the customer's payment history and habits.
- Maintain updated accurate customer information.
- Clean and certify merchandise in the QA Center as needed.
- Complete and maintain weekly truck maintenance sheet and route sheets daily.

- Supervise, develop, and schedule the activities of the MT.
- Recommend the use of extensions and rebuilds to the GM for endorsement.
- Confirm customer identification, collect monies, and obtain customer signatures on agreements.
- Help set and achieve renewal goals.
- Update goal board daily
- Facilitate non-renewal returns authorized by the GM.
- Review and close agreements with customers as needed.
- Other tasks as assigned by management.

Requirements of Position:

- Must be able to routinely lift, load, and “dolly” merchandise up to 300 pounds.
- Good communication and interpersonal skills
- Strong telephone etiquette
- Professional appearance
- Effective organization skills
- Valid driver’s license and good driving skills
- All skills necessary to effectively perform all functions in the store.

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.

Reporting: Reports directly to the General Manager (or Sales Manager with GM direction)

Primary Responsibilities:

- Acquisition and maintenance of customers
- Ensure all merchandise is clean and in good operating condition prior to delivery
- Review necessary information sheets
- Load, secure, and protect product in delivery vehicle
- Offload, install and demonstrate merchandise
- Ensure delivery schedule is followed
- Deliver and set up merchandise in customer’s homes or businesses without merchandise or property damage
- Assist with merchandise returns
- Perform routine service calls and product exchanges
Clean and certify merchandise in the QA Center for all items returned
- Maintain the store’s warehouse area in a neat and orderly manner
- Assist in maintaining the showroom floor
- Safely operate delivery vehicle
- Document all vehicle movement on daily route sheets
- Conduct daily inspection of assigned delivery vehicle to ensure safety and maintenance upkeep

- Confirm customer identification, collect monies, and obtain customer's signature on agreements
- Assist in field collection and marketing programs as requested by store management
- Other tasks as assigned by management

Requirements of Position:

- Must be 21 years of age or older in order to operate a box truck and be able to pass a DOT medical physical
- Must be able to lift, load, and dolly merchandise 50 – 300 pounds
- Ability to work as a team
- Excellent interpersonal skills
- Professional appearance
- Good communication skills
- Strong technical skills
- High energy level
- Good driving skills

Pre-Employment:

- Successful reference checks and verification
- Must be able to pass a drug screen
- Must be able to pass a criminal background investigation and driving background investigation.

How to Apply

Apply in person at 1816 Main St. Winfield, KS 67156

Phone# 620-229-8666

Email: bci307@bcirents.com