



POSITION AVAILABLE TELEPHONE SALES REPRESENTATIVE

Job Description:

The associate is calling existing customers of Sears Holdings Corporation that have purchased household appliances. The associate is promoting and selling the Sears Protection Agreement. The associate will be given a sales goal with minimum expectations, as well as other productivity goals. An associate has the potential to earn additional commission incentives beyond the starting rate of \$12.50 per hour based on their individual performance. The associate will be communicating with customers across the country. Associates deal with a great many different personalities over the phone from patient to aggravated. The associates' work with an automatic dialing system using a keyboard, headset and mouse.

Qualifications preferred:

We are looking for individuals with a competitive drive, energetic style, highly motivated personalities and sales drive. Applicants should be comfortable sitting for long periods of time and be comfortable working on a computer and have excellent communication skills. Excellent attendance is crucial to the environment. Preferred applicants have dealt with a variety of customers and possess a great deal of compassion, patience and the ability to make goals. Candidates should have at least 6 months sales experience, and the ability to drive sales and revenue.

Hours of availability:

We offer different shift capabilities. An associate can choose either Full Time at 30 hrs. per week or a part time schedule of 25-28 hours per week. Associates work Sat. 5am-4pm, every other Sunday from 7am-4pm and the remainder of the schedule is weekday evenings from 2pm-9pm or 5pm-9pm.

Applicants will also be taking an assessment test. The entire first interview process takes approximately 1 ½ hours. All hired applicants must pass a DRUG TEST and BACKGROUND CHECK before being employed.

Apply at: www.searsholdings.com/careers

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EOE/AA • Background Check/Drug Screen Conducted



Telephone Sales Representative (Job Preview)

What does a Telephone Sales Representative do?

- As a Telephone Sales Representative you can expect to make a high volume of outbound calls to existing Sears Customers and focus on your persuasion abilities to convincing them to purchase a Protection Agreement on appliances and other products purchased from any of our Sears retail stores nationwide.

What are the company's expectations of me, if I am hired for this position?

- If hired, you must successfully pass a drug test and background check before employment can begin.
- Orientation is the first day of employment followed by a paid sales training program conducted by one of our Training Managers.
- The ability to navigate on a computer and experience working on a Windows operating System is a necessity.
- Upon graduation from your training course, you can expect to work in a fast paced, quota-driven sales environment. As a sales representative you are expected to meet a quota at the close of each selling month, have excellent attendance and come to work prepared each day to sell our Protection Agreement to existing customers on their appliances.
- We offer fulltime (30 hours) and part-time (25-29 hours) schedules. **Saturday scheduling is REQUIRED from 5am-4pm (5am-2pm or 7am-4pm based on needs of the business), and Sunday is from 7am-4pm, Sunday scheduling rotates** by working one Sunday and being off the next. The weekday schedule is from 2pm-9pm or 5pm-9pm.
- The Marketing center is open 7 days a week and only closes on Easter, Thanksgiving and Christmas, otherwise all holidays are work days with Holiday pay if qualified. Flexibility of scheduling and availability of extra hour coverage will help with the growing Chatsworth site.
- Attendance is extremely important. Managing your attendance is critical for top performance.

What is the "feel" of the environment once I become a Telephone Sales Representative?

- If you are sales goal orientated, handle customer rejection and overcome objections well, work well under pressure of sales expectations, have a drive for success in a job and work well with others, this may be your dream job!

What are some of the benefits I can expect from Sears once hired for this position?

- If hired Full Time, you can expect to receive Medical/Dental, 401k, profit sharing, paid vacation time (after 1 year of service), and other great benefits from Sears upon completion of your probationary period. You also immediately qualify for an excellent employee discount valid to all Sears retail stores nationwide valid to all Sears Associates. Our full time shifts are for a 30 hours per week shift.
- If hired part-time, you can sign up for the Starbridge Choices sponsored by Aetna for a limited Medical plan which becomes effective 31 days after employment
- Sears also has a " promote from within policy"
- Excellent incentive plans for those who meet and exceed expectations!

Is there a probation period?

- Yes. Once hired, there is a 90-day probationary period where your attendance and sales performance must meet Sears's exceptions.
- You must remain in your assigned shift for minimum of 90 days before you can apply for a different shift.

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