

## **Sales Coordinator & Customer Care Specialist**

This is a brand new position that we are adding to our dealership, and may be one of the most fun positions for an outgoing, energetic, organized, and customer service orientated individual. Our company has an outstanding opportunity for a highly motivated, ambitious person to become a Sales Coordinator & Customer Care Specialist. The Coordinator/Specialist provides support through the sales process, while not actually closing the sale.

This would be a perfect position for someone that loves the RV lifestyle, enjoys it themselves, and would love the chance to share their experiences and knowledge with others. It would also be an opportunity for someone that has always wanted to get into RV sales, but wasn't quite sure because of the commission base. It would give them a year or two to learn the industry and see if sales was for them. Either way, many would love this position on the team at Kroubetz!!

### **Job Responsibilities**

- Assist Sales Person once sale has been completed
- Work with all departments to make sure that the RV is ready for delivery by the customers appointment time
- Guide customers through paperwork process
- Introduce customer to dealership personnel
- Maintain communication with the customer and all of our departments to make sure that they have been in contact in all ways that relate to our sales process and customer experience before, during, and after the sale.
- Demonstrate the RV features to new owner with a great orientation of their new purchase, as well as point out and explain the benefits of our Route 66 programs and options
- Be their concierge on the day of their appointment to pick up while they are visiting each department
- At times, help them pick out the retail items that they will want to have while on their camping adventures
- Be one of their contacts after the sale that our customers can reach out to
- Make sure every guest receives the highest level of customer service

### **Education and/or Experience**

High School Diploma or GED; or one to two years related experience and/or training; or equivalent combination of education and experience.

### **Benefits**

- Health Insurance (we pay 1/2 of employee)
- 401k (we match up to 3%)
- Vision Plan
- Supplemental insurance available through AFLAC
- PTO for full-time employees
- Paid holidays
- Family owned and operated
- Proud partner of the Route 66 RV network
- Employee & family phone plan option

### **About Us**

Kroubetz Lakeside Campers is the area's only Route 66 dealer and Minnesota's friendliest dealer. We are a full-service RV dealership that takes trades. We are proud to have for sale Forest River, Grand Design, Yetti Fish Houses, and Toy Haulers.