

THE SHOPPER FORCE LLC.

Job Description

Job title: Secret Shopper

For most of us, heading to the store means spending money. Whether your grocery shopping or heading to the mall, unless you're just window shopping, expect to open up your wallet.

However, you might be surprised that some shoppers actually get paid to shop and investigate customer service quality and product offerings in stores throughout their city. These shoppers are mystery shoppers, and there are thousands of them across the U.S., Europe and rest of the world. Businesses want to understand how their stores perform in terms of custom service.

Mystery shopping can be a good job for those who love to shop and have excellent observational skills. Companies use the observations made by mystery shoppers to determine areas where they may be able to improve.

Set and achieve the highest standard in all areas of stores management including the employee experience, the customer experience, and parcels quality.

That is why we need our **Services Department** and our **Secret Shoppers**. If you are sociable, responsible and self-exacting, you have opportunity to become our employee and get your stable income!

Employment type: Home - based/Part - time.

Location: Germany/United States.

Salary: 2,150 USD/monthly + 350 USD bonuses for monthly plan performance.

(We always welcome an opportunity to earn extra-money, depending on your personal results and achievements in our company).

Benefits: Career opportunity, health insurance and retirement plans, flexible working hours.

Job purpose:

A Secret Shopper is a person hired by a retailer or marketing research company to shop at one or several locations and report back on the overall customer experience. It's one of the few job opportunities in which you can bank on your shopping skills.

You will be assisting our clients within Europe, Germany the assistance to be provided will include: items collections, inspect and redistribution, customer service via email, building relationships and maximizing opportunities for increased engagement.

Tasks and Responsibilities:

- Effectively handle customer issues; continuously improve mystery shopper scores.
- Manage marketing activities in assigned territory to ensure efficient and effective execution of all marketing programs;
- Control cost of goods and variances within the store. Inspect Incoming Goods;
- Ensure product quality, store cleanliness, maintenance, and security standards are met;
- Receives detailed information concerning each package delivered. Following specific shopping instructions given by an employer;
- Keep shipping operations without compromising speed or efficiency; Controls the package progress.
- Track and report progress and satisfaction. Filing reports to third-party companies;
- Help to develop action plans to improve Mystery Shopper Results;
- Any other tasks as assigned from time to time.

Experience and skills:

- Leadership, communication, interpersonal, customer and problem-solving skills;
- PC, Internet knowledge (working with word processing and spreadsheet computer applications);
- Experience in sales, marketing, advertising or public relations is desirable;
- Experience in customer relations is a plus. Background in advertising or public relations is helpful.

Ideal candidate must have:

- Ability to work in a team environment;
- A good understanding of numbers and planning;
- The ability to be flexible, decisive and quick-thinking;
- A genuine interest in working with and helping customers;
- Good presentation and a polite, tactful and friendly character;
- The ability to handle complaints and difficult situations in a patient, calm and effective way.

Work schedule:

Training period (free of charge): 1 month. During training: part-time job (flexible schedule, can combine with your major job). You work from home under the supervision of your Senior Manager, typically 2-4 hours a day / 18 hours per week.

After training: possibility to become a full-time specialist and choose an in-house position at the local office, or go along as a part-time specialist.

Note: We thank all candidates for their interest in this position; however, only those selected for an interview will be contacted. Requests for accessibility can be made by contacting the Company office.