



GAME-SET-MATCH, INC.
RACQUET SPORTS

We're hiring Full-Time Sales Associates!

About Game-Set-Match, Inc.

Game-Set-Match, Inc. has been locally owned and operated since 1989. We are proudly in the top-ten tennis retail stores in the nation and growing! We currently operate four brick-and-mortar stores and service many pro shops in the greater Denver Metro area. We are consistently seeking ways to expand our reach and presence in the tennis and pickleball communities. Game-Set-Match, Inc. has created a unique community of dedicated staff and loyal customers who share their passion for racquet and paddle sports.

Why We're Different

We are serious about tennis and customer service. We offer a 24-hour guarantee on racquet stringing (same-day availability when possible), including racquet pick-up/drop-off at local facilities. We work with players of all ages and abilities from beginners to national champions. Our community is important to us; we sponsor recreational tournaments up to sanctioned tournaments and contribute to many different kids' programs in the Denver area. Our staff is primarily comprised of tennis-loving, tennis-playing enthusiasts who continue to play today. We are also interested in adding more pickleball enthusiasts to our team.

About the Position

We are currently seeking Full-Time (30-40 hours/week) Sales Associates to work at our University Hills store in Denver. Schedule will include evenings, weekends and select holidays as these are some of the busiest times in our stores. The ideal candidates will be responsible, reliable individuals with strong customer service skills and an interest in expanding their knowledge about racquet and paddle sports.

Responsibilities

- Greet customers in a friendly and polite manner
- Assist customers with requests in store and on the phone
- String and grip racquets
- Consistently learn about new products from Wilson, Babolat, Head, Dunlop, Volkl, Yonex, Nike, Asics, K-Swiss, Lucky in Love, Fila, Tail, and more
- Expand knowledge of racquet and paddle sports: tennis, pickleball, racquetball, badminton, squash, paddle tennis, etc.
- Demonstrate knowledge of products and services to customers
- Monitor inventory levels and restock shelves as needed
- Ensure merchandise is well organized
- Educate customers about current promotions and advertisements
- Ring up customers at the cash register, take payments, and issue receipts
- Mark and tag prices on merchandise
- Contribute to team's daily sales goals

Qualifications

- High school diploma required
- 1-2 years of sales experience or customer service experience desired
- Stringing skills desired, but not required
- Strong customer service orientation



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- Excellent verbal communication skills
- High attention to detail
- Maintain a professional appearance
- Ability to lift up to 40lb items
- Willingness to do other tasks and projects as assigned
- Sense of humor and desire to make work fun!
- Ability to use personal cell phone for company communications

How we work

- **We obsess over customer needs.** Our customers are our top priority. We impact customers in many ways each day: we educate them, help them improve their game, and share in their passion for racquet and paddle sports. We adopt a customer-oriented thought process in everything we do.
- **We take initiative.** Every day, we are thinking three steps ahead. We are creative in our problem solving for both our customers and our processes. It is important that we all contribute to continually making our company better.
- **We choose speed.** We make thoughtful decisions quickly, execute them with intensity, and simplify where we can. Efficiency shows respect for our customers' time and leaves more room for getting things done.
- **We are a team.** We are all united in our collective success. We have fun, stay positive, and support each other. We know our actions impact each other. We respect each other by showing up on time and taking pride in our work and our stores.
- **We are accountable.** It is all about doing what you said you will do and doing it the right way. Don't be afraid to make mistakes as long as you learn from them – fail forward!

Pay Range

- Hourly rate of \$14-18 per hour depending on experience.
- Additional Sales Personnel Incentive Fund (SPIF) available to increase wages with no cap.

Perks

- Regular sales incentive goals that allow you to increase your income
- Employee discounts on products
- Free racquet and paddle demos
- Specialized training on gear and equipment
- Work with a team that has a family atmosphere and co-workers that care and want to learn
- Become an expert in the tennis industry; be the first to know about new products and industry trends, connect with pros
- Ability to gain sales experience and potentially advance in your career