

# HAT CITY PAWN IS HIRING!

## APPLY TODAY!

Pawnshops are an essential business that provides customers with access to much-needed cash, particularly in uncertain times or times of crisis. There is no more important time to be accessible to our customers than now. So, while staying in compliance with Connecticut state and local government regulations, we are open for business and we are hiring to ensure we can best serve our customers.

If you want to help make a difference in your community, apply today.

Hat City Pawn is a well recognized pawn shop across the state of Connecticut having locations in Norwalk, Danbury, and Torrington. We are passionate about employees and our customers. We are currently hiring for Retail Customer Service Representatives (Pawn Broker) at full time and part time positions and we would love to have you join our team.

### **Here are some of the benefits we offer our full time staff:**

- Competitive Wages
- UNCAPPED Quarterly Bonus Potential Paid on Company Performance
- Great Working Hours
- Generous Paid Time Off
- Holiday Pay
- Store Discount

### **Here's what you can expect as a Retail Customer Service Representative (Pawn Broker):**

This role will give you the opportunity to interact with customers daily, helping with sales and enjoying the give and take of coming to a mutually satisfying agreement regarding pawn items such as jewelry, electronics, musical instruments, and more. As part of our Customer Service team in our stores, you will provide a friendly, courteous, and respectful environment that continues to set Hat City Pawn apart from the competition. Other Customer Service duties include, but are not limited to:

- Providing excellent customer service by greeting customers, interacting with customers in person and on the phone
- Processing sales, loans, and extensions
- Performing opening and closing store procedures

**Requirements for the Retail Customer Service Representative (Pawnbroker) role include:**

As a member of our customer service team you must be self-motivated with a positive and outgoing personality and a strong work ethic. Excelling at customer service and relationship building is what we're looking for at Hat City Pawn. Additional requirements for the role include:

- High school diploma or GED
- Bachelor's Degree, a plus
- Minimum 1 year of customer service experience or retail experience
- Excellent communication and interpersonal skills
- Work well independently and as member of a team
- Ability to multitask
- Able to pass a criminal background check and drug test
- Adhere to all Company policies, procedures, and regulations
- Knowledge of commonly pawned items, such as tools, jewelry, firearms or electronics, a plus
- Sales background, a plus
- Bilingual, a plus