

RETAIL SALES ASSOCIATE JOB BRIEF

We are looking for a clean cut, result-driven Retail Sales Associate to be responsible for all sales job duties, from greeting customers, working with inventory, merchandising product/displays, to closing sales and posting to social media.

What does a Sales Associate do?

The Sales Associate's responsibilities include working closely with customers to determine their needs, answer their questions about our products and recommend the right solutions. You should also be able to promptly resolve customer complaints and ensure maximum client satisfaction. To be successful as a Sales associate, you should stay up-to-date with product features and maintain our store's visual appearance in high standards. Ultimately, the duties of a sales associate are to achieve excellent customer service, while consistently meeting the store's sales goals.

Essential Functions

Greeting customers, responding to questions, improving engagement with our merchandise and providing outstanding customer service. Meeting and making a connection with customers, asking questions and listening to shoppers' needs, then giving options and advice on meeting those needs. Cross-selling products to increase purchase amounts.

Inspiring the customer to buy, celebrating the purchase, and creating a lasting positive impression of you, the store, and the purchase. Maintain a professional attitude with sincerity and enthusiasm to our customer – the most important person in our store. Introducing promotions and opportunities to customers.

Engaging customer satisfaction, posting to Social media accounts.

Be knowledgeable of and perform sales support functions related to POS procedures . Operating our cash registers, managing financial transactions, and balancing drawers. Process card payments and cash. Handle all returns courteously and professionally.

Ensuring that fitting rooms are ready for customers by promptly clearing our merchandise and returning it to the proper area of the selling floor. Maintaining an orderly appearance throughout the sales floor. Maintaining selling floor presentations, cleanliness and restocking them as needed.

Responsible for achieving personal sales goals. Develop product knowledge by reading current vendor tags and pamphlets and attending training classes in order to communicate it to the customer. Remain knowledgeable on products offered and discuss available options. Be aware of current promotional events and sales. Adhere to Loss Prevention and inventory control and compliance procedures.

Maintain good housekeeping standards. Perform other duties as assigned. Regular, dependable attendance and punctuality. Report problems and discrepancies to the supervisor.

Qualifications

Education/Experience: Basic understanding of sales principles and customer service practices. Previous retail sales experience preferred, but not required. We will train well qualified candidates.

Communication Skills: Strong interpersonal and communication skills. A friendly and energetic personality with customer service focus. Ability to read, write, and interpret instructional documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to effectively communicate with customers, peers, and management. Ability to communicate on the telephone with proper etiquette. Experience posting to Social Media: Instagram and Facebook.

Mathematical Skills: Basic math functions such as addition, subtraction, multiplication, and division. Ability to use a calculator and calculate percentages and ratios. Must be able to make proper change in U.S. Dollars

Reasoning Ability: Ability to multi-task, while being attentive to customers and remaining flexible to the needs of the business. Ability to work as part of a team and take initiative independent of direct supervision.

Physical Demands: This position involves constant moving, talking, hearing, reaching, grabbing and standing for at least two consecutive hours. May occasionally involve stooping, kneeling, crouching, and climbing ladders. Vision abilities include close vision, color vision, depth perception, and ability to adjust focus. Involves lifting at least 30 lbs. At times assisting customers by carrying purchases to their car.

Housekeeping skills: general picking up debris, folding/hanging apparel, tending to trash, cleaning counters and displays, creating exciting displays, window dressing, hanging/removing seasonal signs, etc.

Personal Appearance: maintain a professional “clean-cut” groomed appearance, without distracting accessories/jewelry/make-up, etc.

Other Skills: Enthusiastic, friendly, and energetic with a genuine desire to provide outstanding service.

Work Hours: Available to work a variety of hours, which may include early mornings, evenings, weekends, and overnight shifts.

Please apply in person. Between the hours of 11am and 5pm. Applications available in store.