



JOB DESCRIPTION

JOB TITLE

Sales Associate / Specialist

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The Sales Associate / Specialist is responsible for providing exceptional customer service and product knowledge to support Global Bikes' mission, vision, and values in order to deliver top-line sales growth and customer satisfaction. This position will report to the Store Manager and will work in their primary store location but will be available as needed to support other locations, events, etc. To accommodate their role, the Sales Associate / Specialist will be provided with system(s) access and store access (in some cases).

JOB DUTIES / RESPONSIBILITIES

The Sales Associate / Specialist position will be an hourly position with the ability to work part time or full time hours, nights, and weekends. The following list is not all inclusive and the position will require working in a manner as required by business need with the ultimate goal being to support a successful, productive, and profitable store that can thrive and add value to the Global Bikes community.

Sales Excellence

- Deliver friendly, professional, accessible, and helpful customer service by maintaining service standards
- Maintain a high level of personal sales
- Lead customers through entire sales process
- Maintain and enhance product knowledge by participating in vendor training (i.e. SBCU) and attending required training sessions
- Embrace all the brands and products we stock as well as adapt to changes in product offerings
- Provide feedback to the Store Manager on ideas to increase sales

Customer Experience

- Ensure customer service excellence by maintaining service standards and exceeding customer expectations
- Provide a safe, clean, organized and welcoming environment for customers and staff at all times and in all areas of the store
- Maintain the pricing of bikes, parts and accessories
- Contribute to executing store events that produce impactful sales results as well as increased community involvement

Operational excellence

- Support daily store operations to ensure process & system excellence with a dedication to completion of assignments and projects
- Maintain sales floor presentation, merchandising, and stocking standards
- Process transactions within POS and bike rentals system applications
- Support an efficient and effective inventory by maintaining accuracy and stock levels
- Be aware of and follow all store policies and procedures as directed
- Maintain effective working relationship between sales department and service department

SKILLS & QUALIFICATIONS

The Sales Associate / Specialist operates through a focus on performance, people, and customer service. In addition to the attributes listed, this position requires a passion for customer satisfaction, a drive for results, and the ability

to communicate and interact with a diverse population. On a functional level, the Sales Associate / Specialist will possess the following skills / attributes.

- Intrinsically motivated, positive, and friendly with the ability to work both independently and as a member of a team
- Proven success in retail including positive results in sales and customer satisfaction metrics
- A contributor who thrives off achieving goals and is enthusiastic about supporting others
- Effective communicator, both verbal and written communication, in addition to solid interpersonal skills
- Ability to multitask and work with more than one customer at one time
- Proficiency in operating a point of sale system as well as other business operations applications
- Organized and able to complete assigned tasks as directed