



## **JOB DESCRIPTION - SALES ASSOCIATE**

### **JOB BRIEF**

We are looking for a result-driven retail Sales Associate to be responsible for all sales job duties, from generating leads to closing sales and assisting with inventory management.

### **EXPECTATIONS**

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. Associates should also be able to promptly resolve customer complaints and ensure maximum client satisfaction. Sales Associates are expected to stay up-to-date with product features and maintain our store's visual appearance in high standards. Because we're an entrepreneurial company with plenty of ways to grow and build a career we expect every employee to take initiative and give our customers a helpful and meaningful experience. Also, each employee is expected to follow all company policies and procedures.

### **RESPONSIBILITIES**

- Assess customers needs and provide assistance and information on product features
- Follow job map for Daily, Weekly and Monthly tasks
- Show up to work ready to work
- Ensure high levels of customer satisfaction through excellent sales service
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- Welcome customers to the store and answer their queries
- Follow and achieve department's sales goals on a monthly, quarterly and yearly basis
- "Go the extra mile" to drive sales
- Maintain in-stock and presentable condition assigned areas
- Actively seek out customers in store
- Remain knowledgeable on products offered and discuss available options
- Process POS (point of sale) purchases
- Handle returns of merchandise
- Team up with co-workers to ensure proper customer service
- Build productive trust relationships with customers
- Comply with inventory control procedures
- Suggest ways to improve sales (e.g. planning marketing activities, changing the store's design)

### **REQUIREMENTS**

- Solid communication and interpersonal skills
- A friendly and energetic personality with customer service focus
- Ability to perform under pressure and address complaints in a timely manner
- Availability to work flexible shifts