

## **Sales Associate**

Trek Clermont is a bicycle retail establishment located in Clermont, Florida. Established in 2005 our heritage is in our constant motivation to adapt to the needs of our customers.

This position demands extensive product knowledge and ability to use that knowledge and guide the customer to best solution to fit their needs. The ability to communicate with customers is to meet or exceed expectations and to ultimately provide customer satisfaction.

Our Mission: We provide best-in-class bikes, gear & service to our community. Our diverse team of local experts strive to offer education and personalized solutions to inspire a lifetime of cycling adventure.

### **Responsibilities:**

- Be competent in point- of- sale terminal transactions, creating and tendering a sale, layaway, return, inventory search functions, special order procedures, quotes, creating work orders, warranty and creating new customer records.
- Understand store metrics and how they affect your job.
- Obtain and maintain Trek University “Guide” status through online education provided by employer.
- Create an exciting and informative experience for all customers.
- Take initiative to learn about development in our product lines, vendor, style, or model year changes as they occur.
- Understand and correctly utilize store policies and procedures and how they affect your job.
- Continue education via informational resources such as Trek University, Shimano S Tec and Trek On- Campus courses.
- Be proficient with vendor websites to check product availability and pricing.
- Seek to develop an awareness of regional and national industry trends.
- Maintain professional appearance by cleanliness and wearing TC approved clothing.
- Maintain store appearance by correctly pricing and stocking inventory, rotating product, cleanliness (floors, restroom, dusting, trash, displays and signage).
- Report to Manager
- Communicate to the customer with professionalism and care
- Opening and Closing Procedures
- Inventory Cycle Counts Expectations
- Be passionate about cycling
- Be highly self-motivated and have a great attitude
- Work well with customers
- Work in a team environment
- Learn the proper Point of Sale practices
- Ability to keep deadlines and be held accountable
- Be comfortable with accountability of sales goals and performance metrics

Performance is measured based on the quality of sales, individual net promoter score, and ability to work as a team member. Compensation is based on experience and qualifications. Increases in Compensation are determined by key metrics that measure the success of the individual, team, and company. Individual goals and metrics must be met to maintain position and/or increase compensation.

**Additional Requirements:**

- Proficient in Microsoft Word and Excel.
- Attend and participate in all store meetings
- Attend and participate in marketing events
- Maintain all required training certifications
- Obtain Trek University “guide” status and maintain

**Compensation and Benefits:**

- Pay Scale (\$15-\$18/hour)
- Sales and Labor Incentives
- Semi-Annual Reviews
- Vacation/PTO (Full-time)
- Insurance Stipend \$3000 annually (Full-time)
- Employee Purchase Program
- Holiday Pay (Full-time)