**SALES ASSOCIATE**

**JOB DESCRIPTION**

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| **SUMMARY** |
| The Sales Associate is responsible for delivering enthusiastic and helpful customer service and product knowledge to create a unique and indulgent retail experiences for our travel audience. |
| **RESPONSIBILITIES** |
| * Demonstrate and deliver the 3Sixty “PROMISE” of excellent customer service to every guest, every day
* Greet and customers promptly and enthusiastically as they enter the store
* Meet and engage with customers by asking open-ended questions, offering product information, listening to shopper needs and giving options on meeting those needs
* Inspire the customer to buy, while creating a lasting, positive shopping experience
* Perform opening and closing cash-handling duties as required
* Operate the cash register with accuracy and efficiency
* Adhere to all established company, airport, airline, customs and brand policies and procedures
* Maintain a clean and well-stocked selling floor presentation, while also keeping an organized stockroom
* Ensure merchandise is neat and attractively displayed by adhering to visual merchandising guidelines and management direction
* Secure company assets by following Asset Protection policies and procedures
* Perform various housekeeping duties on the sales floor as assigned
* Adhere to your assigned schedule for appropriate customer service coverage
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| **QUALIFICATIONS** |
| * 1-2 years of retail experience preferred
* High school diploma/GED required
* Strong interpersonal & communication skills
* Excellent and enthusiastic customer service skills
* Ability to follow directions
* Ability to multi-task in a fast-paced work environment, while being attentive to customers and remaining flexible to the needs of the business
* Comfortable working in a diverse environment
* Frequently required to stand, walk, stoop, kneel, crouch or crawl
* Must be flexible to work irregular hours including weekends and holidays
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| **COMPETENCIES** |
| * **Peer Relationships:** Can quickly find common ground and solve problems for the good of all; can represent his/her own interests and yet be fair to other groups; can solve problems with peers with a minimum of noise; is seen as a team player and is cooperative; easily gains trust and support of peers; encourages collaboration; can be candid with peers.
* **Customer Focus:** Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
* **Integrity and Trust**: Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn’t misrepresent him/herself for personal gain.
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| **GENERAL INFORMATION** |
| **Department:** | **Retail** |
| **Reports to:** | **General Manager** |
| **Status:**  | [ ]  **Exempt** [x]  **Non-Exempt** |
| **Direct Reporting:**  | [ ]  **Yes** [x]  **No** |
| **Schedule:** | Retail Store hours including days, nights, weekends and special events |