

JOB DESCRIPTION

JOB TITLE: Sales Associate
PAY TYPE: Hourly
CLASSIFICATION: Non-Exempt
REPORTS TO: General Manager

Our organization is one filled with a diverse group of hardworking individuals. On our team, everyone plays an integral role in our daily operations. Our sales associates have one of the most important roles in the organization as they are the first impression to our customers. As part of our retail team, you get to provide our customers with an unforgettable experience by providing the highest level of customer service and selling through customer engagement—all in a fast-paced, fast-changing environment that allows you to showcase your people skills and develop operational expertise!

About You:

You have the ability to provide an amazing in-store experience to every customer, impressing them with your product knowledge and customer service skills. You are dependable, efficient, and able to multitask. You are punctual, yet able to be flexible in your scheduling. You have a professional appearance and demeanor with good personal hygiene. You are able to take the initiative, but also be a team player and able to follow instructions. You are positive, inclusive and collaborative when interacting with customers, co-workers and others in the work environment. You are polite, friendly, and enthusiastic and it is easy for you to adapt to different types of customers and resolve issues with a smile.

RESPONSIBILITIES AND ESSENTIAL FUNCTIONS:

Incumbent must be able to perform all of the following duties and responsibilities with or without reasonable accommodation.

Customer Experience:

- Provide the highest level of customer service at all times and to each customer,
- Welcome customers in a polite and friendly manner, creating a positive and inviting environment,
- Collaborate with co-workers and managers to ensure proper customer service and satisfaction when necessary,
- Proactively resolve customer concerns in a manner consistent with company policy, and with customer satisfaction in mind; partner with store leadership team on elevated customer issues.

Product Knowledge & Sales:

- Develop, maintain and demonstrate superior product knowledge to be able to accurately answer customer queries, offer assistance with products, make product recommendations and increase sales,
- Actively listen and assist customers with product inquiries and selection; help identify areas to maximize profitability,
- Communicate sales, specials, promotions and future products of potential interest; meet or exceed sales goals,
- Drive add-on sales by suggesting merchandise to compliment customer selection.

Transactions:

- Process sales transactions quickly and accurately in accordance with established cash control procedures and customer service guidelines; complete required process controls (manage receipts, POS open/close, etc.),
- Operate cash registers/POS systems and scanners to itemize and total customer's purchase; collect payment from customer, and issue change and receipts; process voids, returns, refunds and exchanges as needed.
- Accurately completes shift opening and closing cash counts and related paperwork.

Store Standards:

- Maintain company visual standards of neat, clean and organized sales floor, cash wrap, fitting room and stockroom to ensure the store environment is safe and presentable for employees and customers,
- Maintain an orderly appearance throughout the sales floor; assist in stocking, restocking and rotating merchandise,
- Restock returned merchandise to the correct product location on the sales floor; properly label all damaged and defective merchandise and place in appropriate area at the end of each shift.
- Perform routine housekeeping tasks as required to maintain the professional image and appearance of the store, to include sweeping/mopping the floors, dusting, washing the windows, facing the merchandise on the shelves, stockroom maintenance, etc.

Team player:

- Provide support to fellow employees through sharing of knowledge, helping to complete tasks and/or assisting in customer interactions.
- Cross-train to work in multiple areas of the store or location in order to support the needs of the business.
- Maintaining consistent dependable attendance and punctuality with flexible availability.
- Assists store leadership in the opening/closing of the store as needed.
- Participate in the completion of quarterly and annual physical inventory counts.
- Help create a positive and inclusive work environment by maintaining respectful relationships with coworkers, management, other tenants and airport staff.

Operational Excellence:

- Maintain a high level of awareness on the sales floor to create a safe and secure environment for customers and staff; keeping work areas and emergency exits free from clutter; immediately correcting or reporting any unsafe conditions or practices to management.
- Adheres to and promotes established safety procedures and maintenance of clean, safe and healthy environment,
- Demonstrate a sense of urgency to efficiently perform duties and responsibilities to maximize productivity.
- Maintain professional appearance, good personal hygiene and adhere to company uniform/dress code at all times.
- Follows all operational, company and airport policies, procedures and customer service standards; cash handling and loss prevention standards to protect cash and merchandise.
- Other duties and responsibilities as necessary.

MINIMUM QUALIFICATIONS:

- High school diploma or general education degree (GED) with 1-2 years of previous retail experience.
- Working knowledge of Point of Sale (POS) Systems; proficiency in basic math calculations.
- Ability to read, write and communicate in English effectively.
- Must be able to pass airport badging and applicable FAA requirements, e.g. fingerprint and background check.
- Ability to work as part of a team and interact professionally and respectfully with others.
- Must have open availability for multiple shifts that include nights, weekends and holidays; this is critical to support the needs of the business and subject to change.
- Ability to work cooperatively with others and interact with Customers in a friendly and helpful way.
- Ability to work all assigned work schedules and comply with all time and attendance policies.
- Legally authorized to work in the United States without sponsorship.

PHYSICAL REQUIREMENTS:

- Ability to stand for long periods of time, spend entire shift standing or walking on hard surfaced floors.
- Ability to walk, stand, reach, bend, twist, turn, squat, stoop, kneel, climb, push, pull as well as lift/carry cartons/bins weighing approximately 10-50 pounds each repetitively.
- Vision abilities include close vision, color vision, depth perception, and focus adjustment.
- Must have full hand and arm usage for frequent handling of merchandise (e.g. grabbing, holding, lifting, carrying, and reaching) and usage of equipment such as cash registers, handheld scanners and pricing guns.
- Must be able to have full body rotation and mobility (e.g., bending, stooping, twisting and reaching) to replenish and maintain merchandise, place product on shelving at various heights.
- Must be able to push and pull merchandise fixtures (minimum resistance of 10+ pounds) for presentation and department changes.
- Must be able to handle cleaning equipment (vacuum, broom, mop, duster, etc.) used for maintaining cleanliness.

Disclaimer:

This job description is a summary of the primary duties and responsibilities of the job and position. It is not intended to be a comprehensive or all-inclusive listing of duties and responsibilities. Contents are subject to change at management's discretion.

Employee Name (print)

Employee Signature

Date