

## **Sales Associate/Stocking Clerk Job Description**

As a sale associate, you are face of the company and a very important part of the customer's shopping experience. It is your job to work with and support your fellow co-workers to help customers feel welcome and ensure they have a positive shopping experience.

### **Responsibilities:**

- Greeting customers, responding to questions, improving engagement with store merchandise and providing outstanding customer service.
- Operating cash registers, managing financial transactions, and balancing drawers.
- Achieving established goals.
- Directing customers to merchandise within the store.
- Increase store sales.
- Superior product knowledge.
- Maintaining an orderly appearance throughout the sales floor.
- Introducing promotions and opportunities to customers.
- Cross-selling products to increase purchase amounts.
- Stock and re-stock merchandise in correct areas as directed
- Add pricing labels to merchandise as directed

### **Duties & Requirements:**

- Sales Associate Skills Training.
- Retail sales experience a plus.
- A professional appearance.
- Ability to follow directions and complete job assignments as directed
- Maintain a positive attitude and focus on customer satisfaction in a fast-paced environment.
- Ability to ring up merchandise on the cash register as needed.
- Ability to give customers correct change for purchases.
- Ability to process credit cards on point of sale cash register.
- The ability to read, write, and perform basic math.
- The ability to stand, lift and walk for extended periods of time.

# What does a Sales Associate do?

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. You should also be able to promptly resolve customer complaints and ensure maximum client satisfaction. To be successful as a Sales associate, you should stay up-to-date with product features and maintain our store's visual appearance in high standards.

Ultimately, the duties of a sales associate are to achieve excellent customer service, while consistently meeting the store's sales goals.

## Responsibilities

- Ensure high levels of customer satisfaction through excellent sales service
- Assess customers needs and provide assistance and information on product features
- 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
- Cross sell products
- 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

- Proven work experience as a Retail Sales associate, **Sales representative** or similar role
- Basic understanding of sales principles and customer service practices
- Proficiency in English
- Basic Math skills
- Working knowledge of customer and market dynamics and requirements
- Track record of over-achieving sales quota
- Hands-on experience with POS transactions
- Familiarity with inventory procedures
- 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

## **Retail Sales Clerk Job Description**

### **Summary/Objective**

The retail sales clerk is responsible for obtaining or receiving merchandise, totaling bills, accepting payments and making change for customers in retail store.

### **Essential Functions**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Stock shelves, counters or tables with merchandise.
2. Set up advertising displays or arrange merchandise on counters or tables to promote sales.
3. Stamp, mark or tag prices on merchandise.
4. Obtain merchandise requested by customer or receive merchandise selected by customer.
5. Answer customer questions concerning location, price and use of merchandise.
6. Total price and tax on merchandise purchased by customer to determine bill.
7. Accept payment and make change. Wrap or bag merchandise for customers.
8. Remove and record amount of cash in register at end of shift.
9. Calculate sales discount to determine price.
10. Keep record of sales, prepare inventory of stock and order merchandise.
11. Keep the showroom clean and orderly.

### **Competencies**

1. Customer/Client Focus.
2. Initiative.
3. Teamwork Orientation.
4. Communication Proficiency.

### **Supervisory Responsibility**

This position has no supervisory responsibilities.

### **Work Environment**

This job operates in a retail business environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

### **Physical Demands**

While performing the duties of this job, the employee is regularly required to talk and hear. This position is very active and requires standing, walking, bending, kneeling, stooping, crouching, crawling and climbing all day. The employee must frequently lift and/or move items that weigh more than 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

### **Position Type and Expected Hours of Work**

This is a full-time position. Days and hours of work vary by schedule. Evening and weekend work may be required as schedule demands.

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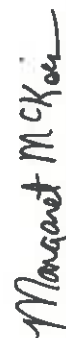
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Trainer

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Date