



Elements for Life and Home

## Sales Associate Job Description

In our customer-focused retail establishment, the sales associate is the public face of our store when interacting with our guests. Key responsibilities of this position include maintaining the appearance of the sales floor, signage and displays. Duties and abilities of this position may include, but are not limited to:

### **Sales and Customer Service**

- Greet and determine the needs of every customer that walks through the door.
- Understand our VIP program, mailing list and text club and offer to all customers.
- Make customers aware of current sales & events.
- Be comfortable answering the phone.
- Be able to fulfill online orders & pack for shipping, if required.
- Be a problem solver.
- Operating our Point-of-Sale (POS) system; managing financial transactions; balancing drawers.
- Understand our products to better assist our customers.
- Cross-sell products to increase sales.
- Understand the process when new merchandise comes into the store.
- Be comfortable lifting and at times, using a step ladder.
- Handle product returns according to our policy.
- Maintain a positive attitude.
- Possess the ability to multi-task.
- Give feedback to your manager or store owner regarding product inquiries, complaints, suggestions, etc.

### **Merchandising and Maintenance**

- Keep the floor fully stocked. This means replacing from backstock in a timely manner.
- Make sure displays are merchandised properly.
- Maintain a clean sales floor and orderly displays.
- Maintain a clean work room area as best allowed. (i.e. garbages dumped, floors vacuumed at end of day, counters kept orderly)