

RETAIL SALES ASSOCIATE

DEPARTMENT: Seasonal
SUPERVISOR TITLE: Assistant Managers, Store Manager
LOCATION: Peterborough

JOB DESCRIPTION:

The Retail Sales Associate will assist customers in person and over the phone by determining needs and presenting appropriate products and services. This involves ensuring that all customer transactions are completed knowledgably and accurately, maintaining accurate work order files and pulling appropriate products from the sales floor or backroom as needed. This position will also clean their department aisles, equipment and displays, set up displays and stock shelves.

DUTIES / RESPONSIBILITIES:

Customer Service:

- Ensure customers are greeted promptly as they enter your department.
- Determine customer's needs by asking open-ended questions.
- Communicate product knowledge to the customer as appropriate, or locate an Associate with product knowledge to assist customer.
- Assist customers in locating and comparing merchandise.
- Assist customers with finding all items needed to complete their project.
- Record repeat customer requests for product and follow-up when product arrives at the store.
- Resolve customer complaints.
- Use computer to track/find product for customer as required.

Merchandising:

- Create attractive in-store displays.
- Be familiar with items in stock, over stock and yard inventory, including product use and operation.
- Build special displays and signage for sales, promotions and other special events.
- Completes merchandising tasks as directed and maintains efficient flow of merchandise from backroom to sales floor.
- Merchandises and maintains designated areas (i.e. facing, signing, labeling, etc.).
- Change prices on merchandise, bins, displays, etc. as necessary.
- Remove sales and promotional displays, prices etc. and rearrange stock following promotional events.
- Advise the Store Manager of shortages, damaged goods, back-orders, etc.
- Check incoming merchandise against invoices to spot shortages, damaged goods, back-orders, etc.

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- Reorder merchandise according to stores buying procedures.
- Participate in regular cycle counting, and assist in taking annual inventory counts.
- Process special orders for non-stock or out of stock items.
- Housekeeping of department, keep aisles, equipment and displays clean and dusted.

General:

- Follow procedures and maintain standards according to store policy in the following areas: loss prevention, receiving and pricing goods, merchandise handling and presentation, housekeeping, reordering merchandise, restocking shelves, etc.
- Keep stock in storage area neat, clean, and orderly.
- Attend store meetings, training sessions, etc. as required.
- Work on additional duties, special projects and assignments as assigned by an Assistant Manager, Store Manager or General Manager.
- Work in a safe manner in accordance to provincial and federal safety legislation, as well as use of good common sense. Report any potential hazards and unsafe behavior to management in order to have the situation corrected.

QUALIFICATIONS & EXPERIENCE:

- Prior retail sales experience preferred.
- Ability to work a flexible schedule including weekends, evenings and holidays.
- Excellent customer service skills.
- Ability to work well in a fast-paced retail environment.
- Comfortable working with computers.
- Willingness to learn.
- Excellent communication skills.
- Ability to work co-operatively in a team atmosphere.
- Excellent decision-making ability and problem-solving skills.
- Willingness to continually develop professional skills and knowledge base.

WORKING ENVIRONMENT & PHYSICAL REQUIREMENTS:

- Reports directly to the Assistant Managers and Store Manager.
- Standing/walking for 8+ hours.
- Lifting and/or carrying of merchandise items, as required, on a regular, frequent and unassisted basis. Merchandise items may vary in weight up to 50 lb.
- Lifting and turning repeatedly throughout the shift.
- Lifting above the shoulder, from floor to shoulder and floor to waist.
- Walking and carrying at the same time & pushing/pulling as required.
- Twisting, turning, reaching and working above shoulder level.