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Sales Associate

JOB DESCRIPTION

Supervisor: **Store Manager**

Status: **Full Time, FLSA Non-Exempt**

Revised: **October 2020**

Job Summary

Sales associates are expected to maintain a positive representation of Anytown Hardware by providing an outstanding customer service experience consistent with company values. The main task of a sales associate is to

assist customers and maintain a clean and efficient salesfloor. They should be willing to continually learn and expand their knowledge of the retail industry. Their job will include, but is not limited to, the following responsibilities.

Responsibilities

- Provide excellent customer service by assisting customers, both in person and on the phone, answering their questions, helping them find merchandise and suggesting add-on sales that will help them complete their project. This may also include processing special orders.
- Create an inviting environment for customers by maintaining a clean and orderly salesfloor, including housekeeping tasks.
- Notify customers of upcoming promotions and new products.
- Assist with loading products into customer's vehicles as needed.
- Merchandise product according to prescribed planograms and help maintain signage.
- Restock shelves as necessary.
- Assist in taking regular inventory of stock.
- Face and front product throughout the store at the beginning and end of the shift, and as time permits throughout the day.
- Help store staff with other tasks as needed.
- Be vigilant to identify shoplifters and other types of theft. Respond with appropriate action, according to store policy.
- Attend all staff meetings.
- Adhere to all store policies and safety standards.
- Be able to cut keys for customers.

Qualifications

- Outstanding customer service skills and a professional attitude.
- A working knowledge of the products contained in the store with a willingness to continue to learn.
- Organized, self-starter who thinks independently and solves problems.
- Knowledge of effective sales methods and techniques.
- Knowledge of point-of-sale systems in order to assist with price lookup, special order and order entry. Knowledge of MS Word and PowerPoint.
- Strong math, reading, writing and communication skills.
- Able to lift up to 80 lbs.
- Able to work a flexible schedule, including evenings, weekends and holidays as needed.

Goals

- Boost overall sales by closing the sale, promoting the store's loyalty program and add-on sales.
- Continually expand knowledge of all departments in the store.
- Become a versatile employee, able to help in other areas when needed.
- Take a personal interest in products sold in the store and gain the knowledge to make new product and merchandising recommendations to management.
- After enough experience, become a mentor to new employees and help them understand products and retail concepts.

I have received this job description and understand my responsibilities as an employee.

Employee Signature

Date

Disclaimer: The contents of this job description are intended to be used as a guide only. You may need to add more information to fully describe the responsibilities and qualifications of each job at your business. Please consult a human resources consultant or a professional employer organization to ensure you are complying with local employment regulations.