

Sales Associate

Department: Sales
Reports to: Store Manager

Job Status: Full Time
Amount of Travel: 5%

POSITION SUMMARY

Responsible for performing sales related duties while selling merchandise and products to individuals in a store showroom. Sales associate shall maintain a high level of customer service at all times. Sales associates will work under the general direction of the store manager and in the absence of the store manager be able to operate the store in a manner consistent with company policy. The sales associate will also be responsible for implementing field-level marketing initiatives.

ESSENTIAL FUNCTIONS

Sales

- Meet personal sales goals in order to help store and market attain revenue projections.
- Learn and present product to customers in order to sell merchandise.
- Provide excellent customer service to all customers.
- Focus on improving and meeting company sales metric standards, including average ticket, gross margin, close rate, and balance of share.

Store Operations

- Ensure that company policy is followed regarding cleanliness of stores of area.
- Maintain stock levels and keep accurate inventory.
- Ensure customer receives product in an efficient, timely manner.
- Responsible for following banking procedures.
- Ensure that visual merchandising standards are followed in the showroom location.

Marketing

- Responsible for completing a mandatory number of business to business sales calls each week.
- Engage in marketing initiative efforts to help increase customer base including, B2B sales, community events, guerilla marketing, and other networking and prospecting campaigns.
- Write and send thank you cards to follow-up with all customers.
- Help with the coordination of sales promotion activities, such as tent sales, for key events at store location.

POSITION QUALIFICATIONS

Competency Statement(s)

- Active Listening - Ability to actively attend to, convey, and understand the comments and questions of others.
- Assertiveness - Ability to act in a self-confident manner to facilitate completion of a work assignment or to defend a position or idea.
- Problem Solving - Ability to find a solution for or to deal proactively with work-related problems.
- Communication, Oral - Ability to communicate effectively with others using the spoken word.
- Leadership - Ability to influence others to perform their jobs effectively and to be responsible for making decisions.
- Enthusiastic - Ability to bring energy to the performance of a task.
- Customer Oriented - Ability to take care of the customers' needs while following company procedures.
- Conflict Resolution - Ability to deal with others in an antagonistic situation.
- Communication, Written - Ability to communicate in writing clearly and concisely.

- Time Management - Ability to utilize the available time to organize and complete work within given deadlines.
- Accountability - Ability to accept responsibility and account for his/her actions.
- Organized - Possessing the trait of being organized or following a systematic method of performing a task.

SKILLS & ABILITIES

Education: HS Degree, Some college preferred
Experience: One to two years related experience
Computer Skills: GERS, MS Office products
Other Requirements: Must be able to lift 50lbs

Prepared by: _____ Date: _____
Approval Signature: _____ Date: _____
Approval: _____
Approval: _____

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate.