



JOB DESCRIPTION

SALES ASSOCIATE

COMPANY DETAILS

Provide potential candidates a brief overview of your company. Employees are much more likely to engage and connect with a company that can explain their ethos and mission. You can provide links to videos, or your company website.

STORE LOCATION:

ROLE OUTLINE

Our company is seeking a driven and results-focused retail sales associate to handle all duties in sales, including creating leads and finalising sales. The chosen sales associate will work with customers to establish their needs, answer any queries, and provide the best product, tailored specifically to them. The successful candidate will seamlessly be able to handle and resolve complaints from customers to make sure every client is satisfied. The sales associate must always remain up-to-date with changing products, and will ensure the store's visual merchandising is always flawless. The candidate we are seeking will be able to achieve budget growth, whilst ensuring the highest levels of customer service are always provided.

POSITION STATUS: CASUAL/PART-TIME/FULL TIME/CONTRACT (SELECT ONE)

DUTIES AND RESPONSIBILITIES

The successful applicant will carry out the following duties and responsibilities:

- Provide stellar customer service in every customer interaction
- Establish customer needs, and provide tailored assistance and product explanation based on this need
- Warmly welcome each customer and address all their enquiries
- Track and achieve sales for each department weekly, monthly, and annually
- Put in the extra effort to drive budget growth
- Maintain in-store stock levels, and ensure all products are set to the VM guide
- Actively pursue sales leads in store
- Stay up-to-date with new product features as to explain them to customers
- Process point-of-sale transactions using cash or EFTPOS

- Cross-link product categories within the one sale
- Warmly handle refunds and exchanges to the manual outline
- Work well in a team
- Establish and maintain a good rapport with customers
- Be aware of, and operate to, company policies and procedures
- Actively suggest ways to drive sales

REQUIREMENTS

The successful applicant will have the following experience and skills:

- A minimum years' experience as a sales associate, cashier, or similar position
- Proven success in budget growth at previous sales role
- An understanding of the basic principles of sales and customer service
- A high school degree, with a tertiary degree in marketing or a similar field beneficial
- High level of proficiency in English, and a basic proficiency in maths
- Experience using a point-of-sale system
- Knowledge of inventory procedures
- High level communication skills and ability to solve problems under pressure
- A friendly, warm persona to mix well with customers
- Ability to address complaints in a calm and friendly way
- Flexibility to work various rosters

Please provide a full cover letter and resume to the manager to be considered for this role.

CONTACT DETAILS

Manager Name	
Store Number	
Email Address	