

## JOB TITLE: SALES ASSOCIATE

IMMEDIATE SUPERVISOR: Store Operations Manager/Floor Supervisor

BASIC FUNCTION: Responds to customers' needs, demonstrates products, and closes sales. Maintains a clean, organized and safe store.

### RESPONSIBILITIES:

- Respond to customer requests, explain merchandise features, and sell merchandise.
- Provide displays, brochures and other point-of-sale information to customer.
- Accurately complete all paperwork for sales, special orders and requests.
- Ring up sales on cash register.
- Stock and display merchandise to greatest advantage.
- Monitor merchandise movement and advise management of fast/slow moving items.
- Maintain accurate bin tags and signing.
- Order appropriate amount of merchandise.
- Monitor inventory and customer behavior to lessen breaches of safety/security policies.
- Accept returned merchandise by verifying documents and merchandise.
- Process refunds, credits and exchanges.
- Coordinate with receiving/warehouse to restock returned merchandise.
- Maintain a clean store environment.
- Prepare store and product displays for advertised events and promotions.
- Attend and participate in all company-sponsored training programs as required.

EDUCATION: High school diploma or general education degree (GED).

EXPERIENCE: One to two years of related experience and/or training; or equivalent combination of education and experience.

### SKILLS, KNOWLEDGE & ABILITIES:

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or Associates of organization.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Good interpersonal, communication, sales and Customer Service skills.
- Knowledge of building materials products (especially hardlines) is desirable.
- Ability to operate computer equipment and applicable programs is required.

### PHYSICAL DEMANDS:

- Ability to stand and sit, climb or balance, and stoop, kneel, crouch, or crawl.
- Manual dexterity.
- Ability to talk and hear.
- Strength: lift and/or move up to 50 pounds.
- Close vision, distance vision, color vision, depth perception, and the ability to adjust focus.

### ENVIRONMENT AND PHYSICAL WORKING CONDITIONS:

- Occasionally exposed to toxic or caustic chemicals.
- The noise level in the work environment is usually moderate.

LICENSE OR CERTIFICATION: None required.