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, explains merchandise features, and sells merchandise.
• Provides displays, brochures and other point-of-sale information to customer.
• Accurately completes all paperwork for sales, special orders and requests.
• Rings up sales on cash register.
• Stocks and displays merchandise to greatest advantage.
• Monitors merchandise movement and advises management of fast/slow moving items.
• Maintains accurate bin tags and signing.
• Orders appropriate amount of merchandise.
• Monitors inventory and customer behavior to lessen breaches of safety/security policies.
• Accepts returned merchandise by verifying documents and merchandise.
• Processes refunds, credits and exchanges.
• Coordinates with receiving/warehouse to restock returned merchandise.
• Maintains a clean store environment.
• Prepares store and product displays for advertised events and promotions.
• Attends and participates 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.