

# Junior Merchandise Sales Associate

## **Job description:**

Responsible for building and maintaining relationships with customers and team members in order to achieve established sales and customer service goals.

## **Basic Requirements\*:**

### CUSTOMER SERVICE SKILLS

- Welcome, assist and approach customers following store procedures
- Promote products, services and special offers
- Operate cash register
- Take custom orders
- Answer phone and take messages
- Book appointments for invitation department
- Assist customers with order's pick up
- Prevent shoplifting

### MERCHANDISE SKILLS

- Product Knowledge
- Maintain displays clean and neat
- Check incoming merchandise orders
- Price/Date/Label merchandise

### NON-TECHNICAL SKILLS

- Attendance (be on time for your shift / call ahead of time if you cannot make it)
- Attitude (positive attitude / respect all team members)
- Adhere to dress code
- Demeanor around customer must be appropriate
- Assist Senior Merchandise Sales Associate / Merchandise Department Manager / Store Manager
- Ask Senior Merchandise Sales Associate / Merchandise Department Manager / Store Manager for tasks when unsure what's to be done next

## **The candidate must be:**

- Able to interact enthusiastically with customers
- Detail oriented
- Top-notch customer service focused
- Motivated with high energy
- 16 years of age or older

Retail sales experience is strongly preferred. Stationery/paper/gifts enthusiast a plus.

## **Hours:**

- Monday – Friday (days to be decided): 4-5pm to 9:30 pm
- Saturday and Sunday (alternating weekends): 11 am to 7:30 pm
- All Holidays, excluding July 4<sup>th</sup>, Labor Day, Thanksgiving Day, December 25<sup>th</sup> and January 1<sup>st</sup>

If you are not available for the hours above please clearly indicate on the application your availability.

## **Salary/Wage:**

Not disclosed

\*Above requirements do not exclude extra responsibilities that are not mentioned here.