

# ***RETAIL SALES ASSOCIATE***

## ***Job Description***

**Last Update: February 25, 2015**

***POSITION – RETAIL SALES ASSOCIATE***

***RESPONSIBILITIES –***

- 1. Follow all Safety protocols.**
  - a. Notify management if safety issues are found.**
  - b. Do not allow customers or other employees to engage in dangerous behaviours.**
  - c. Keep your assigned aisles and areas neat, organized, and clean.**
  - d. Do not allow product, boxes, or other obstructions to be stacked in aisles or walkways.**
- 2. Provide outstanding customer service to EVERY customer.**
  - a. Greet every customer that enters the store and ask what project they need help with.**
  - b. Ensure that customers are directed to a store location and another associate is notified that a customer needs help.**
  - c. Be capable of providing technical assistance in the following areas: Paint, Plumbing, Electrical, Lawn & Garden, Power Equipment, Fasteners, and other areas as needed.**
- 3. Manage cash drawer as needed (when no cashiers are available).**
  - a. Ensure that change counting errors are not made.**
  - b. Cashiers will count change back to customers, not hand them a wad of change!**
  - c. Ask manager for change as needed to keep your till operating.**
- 4. Develop and maintain customer relationships.**
  - a. Learn customers names and use them as much as possible.**
  - b. Ask every customer if they will be using their TVR card.**
  - c. Explain the benefits of TVR to every non member, unless customer is strongly against the card.**
  - d. Answer phones with the approved script.**
  - e. Create satisfied customers by helping them promptly and asking for additional support as needed.**
- 5. Maintain inventory in assigned locations.**
  - a. Stock shelves and put out orders quickly and efficiently.**
  - b. Keep overstock areas organized.**
  - c. Perform regular cycle counts to ensure inventory levels are accurate.**
  - d. Look for One's, Ton's, and None's and correct as necessary.**
  - e. Keep displays neat, organized, dusted, and cleaned.**
- 6. Other duties as assigned by store management.**

***RESPONSIBLE FOR –***

- 1. Employee and Customer Safety**
- 2. TVR signups.**
- 3. Customer Satisfaction – Create an outstanding customer experience in all of your interactions.**

***REPORTS TO –Store Manager***

***PAY RANGE - Hourly 1 – Hourly 3***