

## ABILITIES CENTER JOB DESCRIPTION

1. Job Title **SALES ASSOCIATE** Grade 6

2. AREAS OF RESPONSIBILITY

Responsible for all duties as assigned by the Store Manager, Assistant Store Manager and Sales Associate Supervisor, including the selling, stocking and pricing of store merchandise, light housekeeping, straightening of racks and most importantly, customer assistance.

The sales associate is primarily a sales person who is responsible for promoting the store inventory to potential customers while providing an extremely high level of customer service.

3. ESSENTIAL JOB FUNCTIONS

Essential Functions

Performance Indicators

Ability to assist customers with inquiries and actual sales. Ability to operate the cash register (as assigned), accepting cash, making change, and handing over merchandise.

Daily sales levels. Accurate and timely accounting of all money received. Customer satisfaction with service.

Ability to perform routine stocking, pricing, and housekeeping duties (as required).

Orderly display racks and fixtures with visible prices. Appropriate rotation of stocks.

4. SUPERVISION RECEIVED: Store Manager, Assistant Store Manager, Sales Associate Supervisor

5. SUPERVISION: None

6. QUALIFICATIONS/BASIC JOB REQUIREMENTS

Background and Special Skills Required:

A high school degree (or its equivalent) is desirable, though an equivalent amount of training and experience will be considered in lieu of this requirement. The sales associate is an entry-level position.

Some previous retail experience is desirable. A sales clerk must have the ability to operate a cash register.

Other Necessary Skills and Knowledge:

An ability to get along with all types of people. A sales associate should have a cheerful disposition, a tolerance for random annoyances (and different personality types), and an ability to work in an unstructured environment.

Sensory and Physical Requirements

Ability to efficiently and effectively perform all functions of the job. Ability to reach and grasp. If not in wheelchair, ability to stand up to eight hours each day and to stoop. Ability to do light (up to 20 pounds) lifting.

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7. CHARACTERISTIC FUNCTIONS

Ability to demonstrate an ability to relate to all types of customers as well as other Agency employees.

Ability to demonstrate an ability to promote the store merchandise effectively while operating the store cash register systems accurately, honestly and efficiently.

Ability to follow the routine duties set forth by Store Management.

Ability to stock and rotate fresh merchandise (as assigned).

Ability to straighten racks and other fixtures (hangers, etc.) as necessary to maintain an orderly store environment.

Ability to do light housekeeping (dusting, sweeping, etc.) on a routine basis (as assigned).

8. PRINCIPAL CHALLENGES

Maintaining the store merchandise in a clean and orderly fashion.

Promoting store merchandise in order to meet (or exceed) targeted sales figures.

9. ENVIRONMENT

The work is conducted in a retail store environment with some background noise. The Sales Clerk may move around the store.

10. DISCLAIMER

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. The employee will be required to follow any other job-related instructions and to perform any other job-related duties requested by the employee's supervisor.

Requirements are representative of the minimum levels of knowledge, skills, and/or abilities to perform this job successfully. The incumbent will possess the abilities or aptitude to perform each duty proficiently.

All requirements are subject to possible modification to reasonably accommodate persons with disabilities. Some requirements may exclude individuals who represent a direct threat or significant risk to the health and safety of themselves or other employees.

This document does not create an employment contract, implied or otherwise. The employment relationship is at will.

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