JOB DESCRIPTION

| **TITLE** | SALES ASSOCIATE  |
| --- | --- |
| **Reports To**  | [Insert Title] |

**Job Purpose**

The Sales Associate is responsible for greeting customers, pointing consumers toward merchandise, responding to customer inquiries, and recommending solutions. This role is vital in ensuring [ORGANIZATION NAME] sells more products and that clients receive goods that are appropriate for their needs. The successful Sales Associate is very personable and has excellent interpersonal skills.

**Duties and Responsibilities**

Overall Responsibilities:

* Greeting customers and ensuring they feel welcome and at ease
* Interacting with clients, providing support, and responding to product-related enquiries
* Recommending items or services based on the requirements or preferences of the customer
* When necessary, locating products and placing orders on the customer's behalf
* Introducing clients to new offers, promotions, products, or services
* Cross-selling or upselling to increase customers’ purchase amounts
* Operating cash register and processing cash and credit card payments
* Handling refunds, exchanges, and returns
* Updating customer records for sales documentation
* Notifying management of potential security concerns
* Building product knowledge and staying up-to-date with sales trends
* Performing other related duties

**Qualifications**

* X years of work experience in retail or sales of [INSERT PRODUCT OR SERVICE TYPE]
* High school diploma or GED
* Experience operating a cash register or a point-of-sale (POS) system is a plus.
* Proficient in using Office applications
* Experience using related software (insert software e.g., CRM)

**Core Competencies**

* Excellent verbal and written communication skills
* Friendly and strong commitment to customer service
* Excellent interpersonal skills
* Self-motivated
* Basic math and accounting skills
* Excellent analytical and problem-solving skills

**Working Conditions**

* Work a standard schedule [INSERT SCHEDULE e.g. 8 AM to 5 PM, Mondays to Fridays]
* Requires standing for extended periods
* May involve lifting merchandise weighing up to X pounds
* May require working in shifts
* May require working long hours
* Overtime and hours outside of the typical working schedule may be required