



## Job Description - Store Sales Associate

### Job Summary -

Help customers in the finding and purchasing of More Polish Pottery products/goods. Must be able to direct customers to their desired area of the store, and recommend products based on customers' needs. Must have a knowledge of types of pottery in the store and generally associated with various suppliers. Duties may include stocking shelves, arranging displays, and ringing up customer purchases.

### Tasks and Responsibilities -

- Greet customers with an enthusiastic and professional demeanor and ascertain what each customer wants or needs.
- Describe merchandise and explain styles, uses, supplier sources, and care of merchandise to customers.
- Recommend, select, and help locate or obtain merchandise based on customer needs and desires. Ask for the order.
- Compute sales prices, total purchases and receive and process cash or credit payment.
- Answer questions regarding the store and its merchandise.
- Watch for and recognize security risks and thefts; know how to prevent or handle these situations.
- Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
- Bag or package purchases and wrap gifts. Assist with packaging for shipping requests for in-store purchases.
- Help shipping clerks when necessary to process internet and special orders.
- Assist with placing special orders or finding the best source of new merchandise, as requested.
- Work scheduled shifts as assigned. Arrange with other associates to cover shifts when necessary.
- Look for opportunities to improve operations on the sales floor and discuss ideas with owner and/or manager.
- Ensure Open/Close and other checklists are done consistently and in the bin as required.
- Know and follow all policies and store rules

### Work Styles -

**Dependability:** Job requires having excellent attendance, being reliable, responsible, and fulfilling obligations.

**Cooperation:** Job requires working or acting together as a member of a team for a common purpose or benefit.

**Self-Control:** Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.

**Integrity:** Job requires consistency of actions, methods, principles, expectations, and outcomes.

**Attention to Detail:** Job requires being careful about detail and thorough in completing work tasks.

**Concern for Others:** Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job.

**Initiative:** Job requires a willingness to personally take on responsibilities and challenges.

**Social Orientation:** Job requires preferring to work with others rather than alone and being personally connected with others on the job.