

# Job Descriptions: Sales Associate

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## Position Summary

The primary responsibilities of the Sales Associate position are to maintain outstanding customer service, generate sales, merchandise product, and support the store management team.

## Major Responsibilities

The major responsibilities for this position include:

- Ensure each customer receives outstanding service which follows the S.A.L.E.S process and by mystery shop standards
- Maintain awareness of all promotions and advertisements.
- Execute the daily operational, day-to-day goals and priorities assigned by store management
- Assist in the training and development of peers
- Actively participate in daily huddle meetings
- Uphold merchandising and store cleanliness standards
- Participate in the processing of new shipments and help the team to keep the receiving and back stock area clean and organized
- Responsive of safety issues
- Conscious of shoplifting activity
- Aid customers in locating merchandising in store, on acehardware.com, as well as, processing special orders
- Solicit customers to open an Ace Rewards card
- Answer customers' questions and provide information on procedures and policies

## Minimum Requirements

The minimum requirements for this position include:

- Education/Training: High School degree, some college preferred. Posses a vast product knowledge of hardware related products along with a willingness to learn.
- Experience: Sales and marketing experience with retail programs, establishing relationships and working with customers
- Previous experience in a retail environment either in marketing, sales, or back office.
- Skills/Knowledge: Knowledge of retail computer systems, MS Word and Excel a plus.
- A commitment to service excellence and customer satisfaction
- Solid team player with excellent interpersonal skills
- Excellent communication skills, exceptional organizational ability, high attention to detail, and ability to multi-task
- Ability and willingness to work flexible hours including evenings, weekends and holidays to meet the needs of the business

## Physical Requirements

The minimum physical requirements for this position include:

- Must be able to lift 40 pounds frequently to load and unload customer orders.
- Ability to stand for an extended period of time
- Move and handle boxes of merchandise and fixtures throughout the store, which entails lifting and perform all functions as set forth.

*Job responsibilities may change based on the needs of the business.*