

Job Descriptions: Sales Associate

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

- Ensure each customer receives outstanding service 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
- 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 sign up for an Ace Rewards card
- Answer customers' questions and provide information on procedures and policies

QUALIFICATIONS

- Must be able to work and willingness to work flexible hours including one weekend day and holidays to meet the needs of the business.
- Have knowledge of basic hardware related products along with a willingness to learn.
- Excellent customer service skills
- Excellent verbal and written communication skills with the ability to communicate clearly and effectively in all situations
- Be a fast learner, cheerful, with a positive attitude
- Previous experience in a retail environment
- Knowledge of retail computer systems, a plus.
- A commitment to service excellence and customer satisfaction
- A strong team player yet still able to work independently with minimal supervision
- Excellent communication skills, exceptional organizational ability, high attention to detail, and ability to multi-task
- Bilingual is a big plus

PHYSICAL REQUIREMENTS

- Must be able to lift heavy objects (50 pounds or more) from time to time as required.
- 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.

Salary based on experience. Great benefits including vacation, sick pay (paid time off), 401k, employee discount and much more for those with qualifying hours.

Do not send with resume attachment. Cut and paste resume in replying email.

For your application to be considered, please include the answers to all three of the following questions:

- 1) Why do you want to work in our store?**
- 2) What kind of job are you looking for?**
- 3) Please explain why you think you are qualified for this position**