Senior Sales Associate

Job Description

Sight & Sound's Culture

~ **Mission Statement** - Our purpose is to present the Gospel of Jesus Christ and sow the Word of God into the lives of our customers, guests and fellow workers by visualizing and dramatizing the scriptures through inspirational productions, encouraging others and seeking always to be dedicated and wise stewards of our God-given talents and resources.

~ **Values Statement** - The culture of Sight & Sound is accomplished by placing a high value on **Character, Commitment & Competence**. Our 3C's environment is created by treating others the way we would like to be treated and interacting positively and professionally with all whom we encounter while fostering an atmosphere of trust, dedication, productivity and excellence.

~ **Safety Statement** - Promotes a culture that accepts that ALL employees are responsible to ensure a safe workplace.

Job Title: Senior Sales Associate

Department: Retail

Reports to: Concessions Manager

Work Classification: Non-Exempt

Directly Supervises: None

Job Summary: Be a leader among sales associates, demonstrating excellent customer service and selling techniques, leading associates by example, and constantly striving to improve team efficiency while driving sales.

Essential Duties and Responsibilities:

- Consistently practice the highest level of customer service with both external and internal guests.
- Foster a positive work environment among team members through encouragement, mentoring, and training.
- Have a strong understanding of POS system and retail/concession procedures, to assist fellow employees as needed.
- Work closely with Leads to encourage team focus on excellent customer service and efficiency while meeting sales goals.
- Assist in any area of guest service as assigned, including, but not limited to Concessions, Retail, Almond Stations, Theater Carts, and Usher.
- Assist with displays, stocking, and procedural development as needed.
- Able to take over in Retail Lead's absence, and competently perform within all areas of Guest Services.
- All other duties assigned.

Prerequisites:

- Strong multi-tasking ability.
- Excellent customer service skills.
- Outgoing, Approachable, Personable, Flexible, Adaptable, and Even-Tempered.
- Experience in cash-flow, cash handling, reconciliation, and counting.

Education and / or Experience: At least High School diploma and / or 6 months - 2 years of sales experience preferred.

Physical Demands: While performing the duties of this job, the employee is required to stand, walk, sit, reach with hands and arms, climb, stoop, kneel, crouch, or crawl. The employee must regularly lift weights and/or exerts up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, ability to adjust to focus.

Work Environment: While performing the duties of this job, the employee is required to work in large crowds of people in a fast-paced atmosphere. Also, the employee may have to work around animals occasionally. There will also be clerical aspects to this role which will be performed in an quiet environment.

Other Skills and / or Requirements:

- Ability to anticipate the needs of guests/fellow team members and takes initiative to meet those needs.
- Effective time management skills.