



Store Associate - Job Description

The Store Associate works closely with customers to determine their needs, answer their questions about our products and recommend the right solutions. You should also be able to promptly resolve customer complaints and ensure maximum client satisfaction. To be successful as a store associate, you should have a can do attitude, work diligently on moving product and maintain our store's visual appearance in high standards.

Job Responsibilities:

- Ensure high levels of customer satisfaction through excellent sales service
- Assess customers needs and provide assistance and information on product features
- Welcome customers to the store and answer their queries
- Follow and achieve department's sales goals on a monthly, quarterly and yearly basis
- "Go the extra mile" to drive sales
- Maintain in-stock and presentable condition assigned areas
- Remain knowledgeable on products offered and discuss available options
- Process POS (point of sale) purchases
- Handle returns of merchandise
- Team up with co-workers to ensure proper customer service
- Build productive trust relationships with customers
- Suggest ways to improve sales (e.g. planning marketing activities, changing the store's design)
- Additional store duties as needed.

Job Requirements:

- Experience in retail, sales or similar role
- Basic understanding of sales principles and customer service practices
- Solid communication and interpersonal skills
- A friendly and energetic personality with customer service focus
- Ability to perform under pressure and address complaints in a timely manner
- Hands-on experience with POS transactions a plus
- Ability to lift +/-35 pounds individually or 40+ with a team member on an ongoing basis
- Availability to work flexible shifts

Employment Conditions:

This position is governed by the policies and procedures set forth in the Employee Handbook for CTG. Performance on this job will be evaluated in accordance with CTG policies.

Reviewed by _____ Date _____

Team Member Acknowledgement of review and receipt of Job Description:

_____ Date: _____