

JOB DESCRIPTION

POSITION: COUNTER SALES ASSOCIATE

REPORTS TO: AREA SALES DIRECTOR

Responsibilities:

1. Promptly answers incoming sales counter calls; immediately greets and assists all walk-in customers.
2. Provides exceptional customer service, while maintaining customer confidentiality.
3. Maintains a positive and professional attitude toward all customers, fellow employees and vendors.
4. Processes customer orders, returns, credits, cash and credit card transactions.
5. Discusses all internal issues or problems with management or employees within the departments that the issues are in concern with and in a private area.
6. Never discusses internal problems or issues in the presence of or with customers or vendors.
7. Ensures proper product is pulled and made ready for customers.
8. Locates parts in computer, warehouse, and catalogs.
9. Restocks material, keeps working area and all bins, displays and shelving in the counter showroom neat and clean.
10. Handles "will calls" according to procedure.
11. Always suggests add-on items (companions) as appropriate.
12. Assists with special customer requests as required.
13. Assists in warehouse duties on an as-needed basis.
14. Makes popcorn and coffee daily, as needed throughout the day. Cleans popcorn and coffee machine at the end of each day.
15. Works together with all employees in all departments as a team.
16. Works to actively promote counter specials and demos.
17. Attends all required product training classes and safety training programs as required by management.
18. Responsible for putting cash from register in bank bag and depositing in lockbox each evening, leaving correct beginning balance in register.
20. Any other duties deemed necessary by management.

Qualifications :

- A. High school degree or equivalent.
- B. Excellent customer service skills.
- C. Basic computer knowledge.
- D. Professional and courteous phone manner.
- E. Ability to work under pressure.
- F. Ability to deal with the public on a daily basis.
- G. Good organizational skills.
- H. Ability to resolve customer complaints/problems tactfully.
- I. Understanding of retail sales.