

JOB DESCRIPTION

POSTION: **Inside Sales Associate**

REPORTS TO: **Store Manager**

SUMMARY:

The primary responsibility of the Inside Sales Associate is to provide superior service to all customers entering the store as well as the Store Manager and Assistant manger as needed.

REPONSIBILITIES:

- Provide knowledgeable assistance to customers with all product lines and services offered by the retail store.
- Assist all customers in a professional and timely manner upon them entering the retail store.
- Answer customer telephone calls promptly and in an appropriate manner per company guidelines.
- Determine a customers needs by asking questions and listening to customer's responses.
- To suggestively sell additional merchandise to the customer that assists the customer in completing their projects.
- To actively participate in all provided training programs offered by the retail store.
- To assist in the maintenance of merchandising standards established by Store Managers and/or Operations Managers including window displays, sales floor displays, promotional displays, etc.
- To actively participate in store activities including uploading of trucks, stocking shelves, carrying merchandise out for customers and having the ability to lift a determined weight of merchandise.
- Present a professional, neat appearance, maintain good attendance record, and arrive at work and/or appointments at scheduled time.
- Participate in all daily store housekeeping responsibilities that include interior/exterior maintenance, product organization, etc.
- Adhere to all company policies and procedures outlined in the Retail Employee Handbook.

INSIDE SALES ASSOCIATE

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QUALIFICATIONS:

- Displaying effective customer service skills on an on-going basis.
- Strong detail oriented abilities and skills.
- Ability to negotiate in an effective way with customers, etc.
- Have good organizational skills including the ability to do multiple tasks simultaneously.
- Be highly motivated with a strong willingness to learn.
- Be able to manage time efficiently and appropriately.
- Be personable and feel good about one's self.
- Demonstrated ability to lift/carry 50 lbs of merchandise.

This is a representation of the responsibilities associated with an Inside Sales Associate. However other tasks do exist and the Inside Sales Associate will be responsible for performing all other duties as directed by the management.