



# Clothing Sales Associate

## **Main Functions:**

Working at The Blue Heron Shop, Clothing Sales Associates support the work of the manager and provide customer care to all who enter the stores.

## **Reports to:**

Retail Supervisor and General Manager

## **Job Duties:**

Retail Sales Associates perform some or all of the following duties:

- Greet customers and discuss type, quality and quantity of merchandise or services sought for purchase.
- Advise customers on use and care of merchandise, and provide advice concerning specialized products or services.
- Estimate or quote prices, trade-in allowances, and warranties.
- Prepare merchandise for purchase.
- Prepare sales and accept cash, credit card (Visa or Mastercard) or automatic debit payment.
- Assist in store merchandising.
- Approach customers to proactively sell merchandise
- Maintain a neat and orderly sales floor/work environment.

## **Skills Requirements:**

Experience is an asset, as are the following specific skills:

- POS System and credit card terminal operation and Proactive selling

## **Essential Skill Requirements:**

- Exceptional Customer Service and Superior Oral Communication
- Ability to work with minimal supervision
- Ability to approach customers to sell products
- Ability to sell a variety of products and brands
- Continuous learning and Computer Use
- Ability to locate and find needed information without direct supervision
- Ability to obtain an abundance of product knowledge quickly
- Ability to work with others
- Punctual, meticulous and reliable
- Knowledge of the Tobermory area to answer questions from patrons

## **Working Conditions:**

- Workweeks are 5 or 6 days, Monday – Sunday, 6-12 hours per day, no shifts beginning before 7:30 am or finishing later than 10:00 pm.
- Retail Sales Associates are entitled to a ½ hour unpaid lunch and two 15 minute coffee breaks paid time – but the time this is taken should be flexible
- Retail Sales Associates are frequently exposed to noise and a regular flow of and will be assigned changing priorities
- Retail Sales Associates may have the opportunity to work overtime, with paid compensation
- Air conditioning must be set at 20°C from June 16-September 4 unless otherwise instructed. For dates outside of this, you will be instructed otherwise.
- If music is played, it must be the music provided by the company - must be on low so as not to interfere with customer conversations
- Must wear proper Blue Heron Company approved uniform, no exceptions. Please see handbook for details.

Agreed & Accepted By: \_\_\_\_\_ (Name Please Print)

\_\_\_\_\_ (Signature)

Date: \_\_\_\_\_