

Sales Associate

Company Description

Multi-faceted, Black-owned and woman-owned fast-growing small business enterprise, consisting of several subsidiaries that operate from its Oakland City/Atlanta headquarters. The company is involved in (but is not limited to) acquiring, renovating, and managing various types of real estate properties; renting both indoor and outdoor residential and event spaces; the operation of an on-site retail space; running a Bed and Breakfast; and showcasing various community and social events, including those designed for charitable donation and the distribution of goods and services to the needy.

Job Overview

The Sales Associate will be responsible for ensuring an exceptionally positive customer shopping experience, by creating and maintaining a warm, customer-friendly environment. Duties will include greeting and educating customers about the store's uniqueness and its eclectic mix of merchandise; answering questions; and developing relationships to encourage returning customers. The Sales Associate will complete online, phone, and in-store sales and returns in a professional manner; maintain store displays; re-stock inventory as needed; and ensure store tidiness to provide a safe, clean environment. This position will report directly to the Retail Store Supervisor.

Responsibilities

- Oversee in-store, online, telephone, and outdoor marketplace sales
- Achieve sales goals thru excellent customer service and teamwork
 - Assist in-store customers with selecting and purchasing merchandise
 - Recommend merchandise, inform customers in order to generate sales and customer interest in, and positive buzz about, the store
 - Complete customer purchases using point of sale (POS) equipment cash registers and web-based applications for online sales
- Elevate customer complaints/concerns to Retail Store Supervisor in a prompt manner
- Create and maintain store displays; receive, inventory, and tag merchandise
- Coordinate with inventory/stock person to assure sales floor merchandise is well-stocked
- Complete timely packing and shipping of purchases to be shipped or delivered to customers
- Report any hazards to Retail Store Supervisor and Maintenance Engineer
- Treat customers and team members with respect and courtesy

Qualifications:

- Dependable sales professional with a courteous, pleasant demeanor
- High school diploma or equivalent
- 1-2 years prior sales experience in a small to medium-sized retail home goods environment
- Effective communication and interpersonal skills
- Works well in a team environment
- Experienced at developing customer store events and other special projects
- Comfortable in a fast-paced work environment
- Basic social media knowledge; basic math and money-handling skills
- Knowledge of point of sales (POS) equipment/programs
- Capable of lifting 50 lbs. and standing for extended periods of time

Compensation and other information

- Hourly rate: \$14.00 per hour (plus commission potential)
- Start date: January, 2024
- Discount on store purchases
- In-store work schedule, some weekend and night hours required