

Job Description: Sales Associate

Overview

The position of Sales Associate can be either a part-time or full-time position that reports to the franchise owner or manager. The primary responsibility of a Sales Associate is to provide a high energy customer experience.

Selling / Customer Experience

- Understands that the high energy customer experience is the #1 priority.
- Completes each OWL module as part of the High Energy Training in order to deliver the WBU high energy customer experience as the trusted local expert.
- Uses successful selling skills to satisfy the customer and complete the sale.
- Reads, understands and follows the Employee Handbook, including the WBU Ten Touch Points training.
- Follows the best practices of the Person in Charge of the Customer experience.
- Wears the logo name badge and logo apparel while working on the sales floor.

Merchandising

- Reads and understands the Product Information Handbook and successfully completes the Certified Birdfeeding Specialist Program.
- Understands and communicates the store's merchandise and target products to the customer.
- Completes the changing of displays, signing and the restocking of merchandise as directed by management.

Personnel Management

- Demonstrates a positive, enthusiastic and professional demeanor.
- Attends store meetings as required.
- Completes any other duties as assigned.

Administrative Control

- Adheres to all store policies and procedures regarding the ringing of all transactions, any administrative duties and scheduling.
- Completes accurate and legible paperwork.

Loss Prevention

- Adheres to all store policies and procedures regarding personal and store security.
- Communicates security concerns to management.

Store Maintenance

- Maintains good housekeeping standards to help present a clean and well-presented store.
- Helps keep store and backroom clean & organized.

Other

- Assisting with Social Media (Facebook/Instagram) marketing.
- Any other duties assigned.