

RETAIL STORE ASSOCIATE

NEW POSITION OVERVIEW FOR QUALIFIED CANDIDATES

POSITION LOGISTICS

EFFECTIVE DATE: Upon Acceptance

HOURS/SCHEDULE: Part-time (20 hrs minimum per week) or Full-time (40 hrs minimum per week)

SALARY: Negotiable; based on experience

DESCRIPTION OF POSITION

The Retail Store Associate will be tasked with working in the front-end of our retail store. This includes, but is not limited to, greeting customers and interacting with them in a friendly manner to recommend relevant products/services and solve problems. (S)he must be very outgoing and able to multitask and communicate both orally and in writing very well, and he/she should be very skilled at cooperating with others as needed.

KEY DUTIES

RETAIL OPERATIONS

- Greet customers in a friendly manner and interact with them to recommend products and services
- Gain a strong working knowledge of animal nutrition and products in the store
- Monitor the sales floor for inventory needing restocking, areas that require cleaning, customers that need assistance etc.
- Operate the store's point-of-sale system quickly and accurately to help customers complete all aspects of the checkout process
- Cooperate with managers and co-workers to complete tasks on time and as expected
- Answer phone calls in a friendly, helpful and knowledgeable manner
- Receive inventory accurately and restock shelves accordingly
- Assist during special in-store events (both during and after normal hours) however needed
- Willingly shift gears to work in the bakery/production areas when needed/required or any and all areas of the retail store
- Build, or help build, endcaps and retail merchandise displays

POSITION REQUIREMENTS

SKILLS AND APTITUDES

- Must be very friendly, outgoing, personable and capable of engaging in conversations without feeling or appearing awkward or aloof
- Must be able to follow instructions when given and determine how to fill downtime independently
- Must be cooperative and willing to work as part of a team
- Must be able to multitask very effectively in an ever-changing environment
- Must be energetic, motivated and willing to fill time effectively
- Must be able to speak and write clearly, effectively and professionally

TIME & SCHEDULING

- Must be available a MINIMUM of 20 hours for a part-time position or 40 hours for a full-time position
- Must be available some nights and at least one weekend day
- Must be available for four-hour individual shifts
- Must be available a MINIMUM of three days per week

JOB EXPERIENCE

- Recent (within the last two years) retail customer service experience preferred. Some customer service experience required.
- Experience working in the pet industry preferred, but not required
- Working knowledge of natural and holistic pet products preferred, but not required

OTHER REQUIREMENTS

- Must be 18 years or older
- Must be able to lift 40lb or more *every day* on a regular basis

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