



Title: Sales Associate

Reports to: Store Supervisor

Status: Support Staff

Department: Print Shop

Pay Range: \$13.60 - \$15.10 hourly

Full/Part Time: Part-time or full-time

Premium Duties Rate: +\$0.50

Last Amended: June 2017

SUMMARY

The Sales Associate is responsible for providing friendly and efficient service to retail customers through a positive and professional demeanor, efficient payment processing and possessing a solid product knowledge to answer any questions. You are also responsible for troubleshooting and refilling the copiers and printers across campus operated by the BCITSA. You have responsibility for the store's cash. You also order and receive select supplies. Finally, you will perform general cleaning and stocking duties.

JOB DUTIES

Customer Service - Internal and External

- Build rapport with customers with authentic, friendly, helpful, and professional demeanour
- Provide fast, accurate and professional printing services, including binding, faxing, printing, copying and plotting
- Prioritize tasks and duties
- Provide advice and assistance to all internal and external customers
- Support Marketing and Communications Department in meeting their deadlines
- Correct minor problems to customer files and make suggestions to enhance product delivery
- Instruct customers on use of self-serve photocopy equipment
- Resolve customer questions, complaints and requests; inform supervisor when necessary
- Develop and maintain a solid product knowledge in order to answer questions when necessary
- Develop and maintain a good knowledge of campus layout and building names in order to provide directions to students and visitors
- Inform supervisor of difficulties with customers or staff

- Inform customers of upcoming events and promotions within the department or the greater BCITSA
- Answer the phone and take messages

Transactions

- Perform full cycle of transactions efficiently and accurately
- Take orders from customers, internal staff and student executives
- Process transactions through preferred method of payment or, charge to correct internal account
- Refund products

Equipment Management

- Note customer complaints regarding department machines and equipment and inform supervisor
- Troubleshoot error codes
- Perform regular cleaning
- Replace cartridges and refill materials
- Assist with taking readings from coin operated machines
- Inform supervisor of any major issues with machines

Cash Handling and Financials

- Balance cash and float every day, and record; report discrepancies to supervisor
- Exchange large denominations for smaller
- Assist with bank deposits as needed

Merchandising

- Ensure store always looks neat and professional
- Adjust pricing as directed by supervisor

Operational Duties

- Understand and follow all policies and procedures
- Perform opening and closing duties
- Stock supplies
- Clean work areas and surfaces

Inventory Control

- Assist in the annual inventory process and conduct spot-inventories as needed
- Create and send purchase orders as needed
- Receive orders as needed

Other Related Duties

- Support Student Executives and other staff members in their respective initiatives
- Assist in training employees
- Other related duties as required

BCITSA Agent

- Maintain a professional and friendly demeanor when interacting with any internal or external stakeholders
- Understand and promote our mission and values naturally and know our basic history

Supplementary Information

- Attend all staff meetings and training sessions as required
- Must be able to lift up to 11kg (25lbs), bend, crouch, climb, stand and carry
- Must be able to stand for long periods of time
- Position includes frequent high volume periods

Requirements and Assets

Competencies Required

- Communication skills
- Customer service skills
- Multitasking skills
- High school diploma or equivalent
- Six months of experience in a similar role
- Basic proficiency using Windows computers

Assets

- Experience using In-Design and Photoshop
- Experience in print and copy services