



Title: Sales Associate

Reports to: Store Manager

Status: Support Staff

Department: Retail Operations

Pay Range: \$14.90 - \$16.40 hourly

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

Premium Duties Rate: +\$0.50

Job Description Last Amended: May 2018

Wage Last Amended: June 2018

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 solid product knowledge to answer any questions. You ensure all merchandise is adequately stocked and handled in accordance with policies. You also have responsibility over the cash drawer. You may also be involved in ordering and receiving supplies, overseeing the safe, filling out financial forms, and organizing inter-store transfers. Finally, you will perform cleaning and stocking duties.

JOB DUTIES

Customer Service

- Build rapport with customers with authentic, friendly, helpful, and professional demeanour
- Resolve customer questions, complaints and requests; inform supervisor
- Develop and maintain a solid product knowledge in order to answer questions, and assist customers in locating and selecting products
- Develop and maintain a good knowledge of campus layout, building names and our services, in order to provide directions to students and visitors
- Inform supervisor of difficulties with customers or staff
- Assist customers effectively in order to give good service and discourage theft
- Inform customers of upcoming events and promotions within retail or the greater BCITSA
- Be knowledgeable of current Student Council executives and staff, eligible for staff discounts
- Answer the phone and take messages
- Create drinks according to recipe and customer preferences - at applicable locations

- Print custom t-shirts – at applicable location

Transactions

- Perform full cycle of transactions efficiently and accurately
- Process transactions through preferred method of payment
- Handle Compass cards sales - at applicable locations
- Refund and exchange products

Cash Handling and Financials

- Monitor coin supply in cash drawer
- Monitor coin supply in safe – at applicable locations
- Maintain all necessary records and paperwork for Accounting Portfolio

Merchandising

- Ensure store always looks neat and professional
- Follow internal merchandising standards and practices
- Assist in changing store displays
- Stock shelves and face products
- Clean all work areas, contact surfaces and equipment
- Rotate stock by following 'First In, First Out' practice
- Make suggestions to supervisor of low-selling items that could be discontinued
- Prepare and display food, and replenish throughout the day - at applicable locations
- Prepare coffee beans, brew coffee and clean equipment - at applicable locations
- Stock food and beverage supplies throughout the day – at applicable locations
- Operate and maintain heat press for garment printing - at applicable locations
- Check stock quantities in order to fulfill rush garment and school supplies orders - at applicable locations

Operational Duties

- Understand and follow all policies and procedures
- Complete orders from internal staff and student executives
- Perform opening and closing procedures
- Maintain a secure facility

Inventory Control

- Assist in the annual inventory process and conduct spot-inventories throughout the year
- Assist in monitoring inventory levels for purposes of ordering; inform supervisor when needed
- Accept deliveries by verifying recipient and number of boxes

Additional Duties (may vary per store and supervisor discretion)

- Input new items into system
- Exchange large denominations for smaller and maintain coin supply
- Reconcile daily cash discrepancies when needed and advise supervisor of large differences
- Count, input and store deposits
- Ensure products are priced according to policies
- Input internal hot beverage consumption, and deliver to Accounting Portfolio
- Input all coffee cards into system and file
- Write off stale and out-dated merchandise in the book or input into system
- Prepare, transfer and receive product to and from other store locations, and input into system
- Assist in selecting specific vendors
- Create and send purchase orders
- Create and receive product orders, ensure quality, and input into system
- Receive purchase orders and forward to Accounting Portfolio
- Update product barcodes in the system
- Report discrepancies between purchase order price and invoice price to supervisor
- Document damaged product received and report it to the supplier for refund or exchange
- Monitor inventory for anomalies and negatives, and conduct spot-inventories

Premium Duties

- Open or close store
- Deactivate or reactive alarm
- Unlock or lock up store
- Unlock or lock up safe
- Count monies in safe each morning and evening

- Balance float in tills, record and inform supervisor of discrepancies

Other Related Duties

- Support Student Executives and other staff members in their respective initiatives
- Assist in training staff as needed
- Assist other staff with duties, especially when busy
- Inform staff of any discounted items and current promotions
- 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
- Requires shift work
- Must be able to lift and carry up to 11kg (25lbs), bend, crouch, climb, and walk and stand for long periods; pull a cart with some supplies, recycled cardboard etc.
- Must be able to perform cleaning duties, such as mopping and sweeping floors, cleaning dishes, counters and equipment, i.e. coffee pots.
- Must follow the required practice regarding not using personal cell phone during working hours and not using POS computer for personal needs.

REQUIREMENTS AND ASSETS

Required

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

Assets

- Foodsafe Level 1