



HARDING

Job Title: **Sales Associate**

Reports to: Retail Manager / Assistant Manager

Position Summary:

To maximise sales by promoting a quality range of merchandise whilst delivering outstanding customer service on board.

Key tasks / main duties:

Sales and Service

- Utilise sales skills to ensure all sales targets are achieved and exceeded in designated retail area
- Deliver outstanding customer service at all times in line with company expectations
- Meet and greet all guests upon entry into store
- Ask open ended questions to identify guest needs
- Utilise add on selling and cross-selling to increase sales
- Always thank the guest and invite them to return
- Develop product knowledge to ensure sales targets are achieved and exceeded
- Participate and assist in the co-ordination of promotions, fashion shows & events

Merchandise and Deliveries

- Merchandise product ranges in line with company guidelines
- Maintain shop and window displays
- Keep shop floor fully replenished
- Housekeeping responsibilities to include but not limited to, vacuuming, dusting & polishing. Ensure a clean tidy store
- Maintain storerooms in line with company standards
- Assist in the delivery process of all merchandise, ensuring it is accurately checked off, SKU'd and priced
- Assist in accurate cycle and inventory counting

POS and Loss Prevention

- Accurately process sales through the POS system
- Adhere to loss prevention programme to minimise shrinkage
- Be aware and communicate any potential loss to management on board or Central Office LP department

Safety

- Punctual attendance of mandatory safety training and drills
- Adhere to all health, safety, security, environmental and company policies and procedures