

**Position Title:** Sales Associate, Brilliant Sky Toys and Books

**Department:** Retail Operations

**Reports to:** Store Manager

The sales associate should be capable of performing primary customer service and sales functions necessary for successful operation of the store. A high degree of product knowledge is critical for success in this position, as is a customer-service orientation.

### **Principal Accountabilities**

- Use effective sales techniques and all available customer service tools to create positive customer interactions as a means of maximizing sales and building long-term customer loyalty.
- Learn and master all point-of-sale functions and operate POS System with a high degree of both speed and accuracy.
- Unpack, sort, sticker, and merchandise or store products received as requested.
- Sustain and promote the image of Brilliant Sky Toys and Books by maintaining the store, fixtures, and all merchandise in clean and orderly condition at all times.
- Wrap gifts appealingly, in a time-and cost-efficient manner.
- Restock merchandise on display from backroom stock as necessary.

### **Required Personal Skills:**

- Initiative – The ability and desire to influence events proactively.
- Motivation – The desire to perform at the highest level possible.
- Thoroughness – The ability to see tasks through to completion despite obstacles and distractions.
- Technical Knowledge – The development of a thorough understanding of the practical aspects of the operation.
- Interpersonal Skills – The ability to relate to people and create positive interaction across a wide spectrum of specific situations.
- Creativity – The ability to envision unique solutions to create strategic advantage and exploit business opportunities.

### **Special Requirements**

- Retail experience preferred
- Excellent customer service with an outgoing personality
- Excellent attendance and punctuality
- Excellent verbal and written communication skills
- Ability to work a flexible schedule to meet the needs of the business, which will occasionally include weekend shifts.
- Proficient on a Windows based computer, including knowledge of Microsoft Office.
- Ability to organize and prioritize multiple tasks in a fast-paced environment