

THE ROOM COLLECTION

FURNITURE · HOME DECOR · CONSULTS

RETAIL ASSISTANT JOB DESCRIPTION

Role Reports To: Owner/Operators

Retail Sales Assistant Job Duties:

IN-STORE SALES

- Ensure all customers feel welcome and are given responsive, friendly and courteous service at all times.
- Directs customers by escorting them to racks and counters; suggesting items as and when appropriate.
- Advises customers by providing information on products; researches any unknown information and gets back to customers via phone or email within defined time frame.
- Helps customer make selections by asking relevant questions and offers suggestions and options.
- Cross-sells complementary products and services in a professional manner.
- Can accurately describe product and service features and benefits.
- Processes sales by totalling purchases; processing checks, cash, and store or other credit cards.
- Packages sold items and helps customer to vehicle with items if/when appropriate. Gift wraps if/when appropriate.
- Take order for custom purchases, receives and records deposits.
- Assist customers with returning or exchanging merchandise as outlined by the return/exchange policy
- Open and close cash registers, performing tasks such as counting money, separating charge slips, coupons, and vouchers, balancing cash drawers.

CUSTOMER MANAGEMENT

- Creates and/or updates customer profile records as much as possible.
- Records special request, fabric loans, gift registry items etc in the appropriate place.
- Field customer inquiries on the phone, in person and via email.
- Keeps clientele informed by notifying them of preferred customer sales and future merchandise of potential interest.
- Keep customers in touch with progress of order as appropriate and directed.

Retail Sales Assistant Job Duties cont'd

ASSIST WITH STORE AND STOCK MANAGEMENT

- Restock and face shelves as necessary.
- Clean shelves, counters, and tables.
- Cut and fold recycled packaging; ensuring recycling is out on appropriate days.
- Receive stock orders, unpack stock, quality check stock, print price labels and apply them.
- Assist with inventory counting and updating regularly and as directed.
- Assist with photographing and filing claims for damaged stock.
- Assist with communicating and following up on orders with suppliers.
- Watch for and recognize security risks and thefts, and know how to prevent or handle these situations.
- Contributes to team effort by accomplishing related results as needed.

Any other tasks as assigned.

Retail Assistant Skill Requirements

- Excellent communication skills
- Friendly, helpful, confident and engaging personality
- Excellent organization skills
- Ability to listen well and ask relevant questions
- Ability to follow directions.
- Time Management skills.
- Ability to climb ladders, assist with building furniture and safely lift up to 40 lbs on occasion
- Working knowledge of Word, Excel and Outlook (or similar email program)
- Good understanding of sales principles and customer service practices
- Proficiency in English
- Professional appearance required.

An interest in and passion for all things “home” are a definite asset!

Apply with resume and cover letter in person. Only applicants chosen for an interview will be called. Job posting active until June 24th, 2016.

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