

JOB TITLE: Sales Associate
CLASS: Bargaining Unit
CATEGORY: Regular (after Probationary)
STATUS: 1.0 FTE, Hourly Wage Starting \$13.51, Non-Exempt
BENEFITS: Per Collective Bargaining Agreement
REPORTS TO: Manager of Customer Experience
LAST UPDATED: July 16th, 2018



JOB SUMMARY:

Your main area of responsibility is the high-volume, high-energy environment of the Free Geek Store. You will assist customers, execute transactions and create a safe, welcoming and well-stocked retail experience. This position is represented by a union, and application for union membership is mandatory upon hire.

DETAILED ESSENTIAL RESPONSIBILITIES:

- Provide excellent customer service
- Handle cash and credit sales
- Operate the till, make sales, and close out till at the end of the day
- Process customer returns and issue/redeem store credit per established policies and procedures
- Process, price and shelf incoming products
- Assist in the organizing, cleaning, and maintenance of sales areas in order to maintain a safe work environment
- Maximize income for Free Geek while not compromising Free Geek's culture or values.
- Perform opening and closing duties of the store
- Answer customer questions and forward complaints through appropriate channels.
- Support all aspects of our Sales Department including Online Sales, Bulk Sales and Special Accounts
- Effectively communicate store policies to customers
- Provide a safe and welcoming retail environment to customers of all abilities/experience
- Maintain current knowledge of market prices for store items and work to ensure pricing consistency among all staff and volunteers
- Assist in the development of Store policies and procedures
- Assist in the training of Store staff and volunteers
- Keep abreast of relevant (and frequent) emails
- Other sales-related duties as assigned

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

- Ability to maintain a positive and professional attitude at all times in a sometimes dynamic environment
- Availability during Free Geek hours of operations including morning and occasional evening meetings as required
- Previous retail or other sales/customer service
- Basic knowledge of computer hardware
- Ability to operate standard office software (word processing, spreadsheet, data entry)
- Proficiency with using e-mail and Internet
- Aptitude for technical work
- Experience working with volunteers
- Excellent written and verbal communication skills
- Self-motivated, organized and detail-oriented
- Able to lift and carry up to 50 pounds on a regular basis
- Ability to stand and perform data entry for extended periods
- Ability to multitask
- Aptitude for and enjoyment of helping people
- Fluency in spoken and written English
- Proficient interpersonal skills
- Ability to learn Free Geek documentation tools
- Reliability and punctuality
- Ability to remain flexible about duties and expectations as Free Geek grows and changes

DESIRED SKILLS, KNOWLEDGE AND ABILITIES:

- Demonstrated retail or other sales/customer service experience
- Fluency in another language besides English
- Previous experience working or volunteering at Free Geek
- Prior experience in technical work