



## JOB DESCRIPTION

**Job Title:** Sales Associate

**Reports to:** Office Manager, Assistant Office Manager and Sales Team Leader

### POSITION SUMMARY

The primary responsibility of the Sales Associate is to provide customers with the appropriate information and assistance to complete their product purchase/landscape plan, process sales quickly, accurately and efficiently, answer questions and complete orders on the phone and perform cash register operations.

### RESPONSIBILITIES

- Ensure each customer receives outstanding service;
- Perform direct over-the-counter sales in the main office and drive thru;
- Accurately complete daily balancing and closing;
- Provide quotations and calculate customer landscape plans;
- Answer phones and respond to customer requests;
- Complete orders over the phone;
- Maintain awareness of all promotions and advertisements;
- Uphold merchandising and sales office cleanliness standards;
- Aid customers in locating merchandise in sales office and display yard;
- Provide coverage to support the display yard team and assist customers;
- Answer customer questions and provide information on products and policies;
- Ensure the sales office is properly stocked with product;
- Ensure all advertising and marketing literature is displayed and available to customers;
- Adhere to all health and safety procedures;
- Consistently exhibit behaviour reflective of the Arnts The Landscape Supplier Inc. professional image.

## **QUALIFICATIONS / KEY SKILL REQUIREMENTS**

A minimum of one year experience in a retail environment.

- Ability to provide excellent customer service;
- Ability to effectively communicate both orally and in writing;
- Excellent math, problem solving and organizational skills;
- Be a fast learner and have the ability to perform multiple tasks at once;
- Be cheerful and come to work every day with a positive attitude;
- Comfortable working in both a fast paced, and at times, a slower paced environment;
- Be computer proficient;
- Strong team player yet still able to work independently with minimal supervision;
- Commitment to the Arnts The Landscape Supplier Inc. mission statement.

## **SUPERVISORY RESPONSIBILITIES**

None.

## **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

Sedentary – sitting or standing for long periods most of the time, but may involve walking for brief periods of time. While performing the main duties of this job, the employee is regularly required to work in an office. Additionally, in some roles of this job, the employee may be required to work outdoors, subject to variations in temperature and weather.

- Ability to stand for an extended period of time;
- Move and handle boxes of merchandise and products throughout the sales office; which entails light lifting.

## **ADDITIONAL REQUIREMENTS**

Steel toe footwear required.

Will be required to perform other duties as requested, directed, or assigned.