

JOB DESCRIPTION

Job Title: Sales Associate

Reports to: Assistant-Office Manager and Office Manager

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;
- 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;
- 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 a fast 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 duties of this job, the employee is regularly required to work in an office and/or remotely.

- Ability to sit and/or 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

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

This position requires the flexibility to work remotely, onsite in an office or a hybrid of both onsite and remote.