



Sales Associate

Overview

We are looking for a friendly sales associate in our Catholic book and gift shop. You will warmly welcome customers, help them find devotional items, sacrament gifts, and faith-based books, and offer knowledgeable guidance on products. You will maintain a peaceful, organized environment by restocking shelves, arranging displays, and ensuring items are presented with care and reverence. Associates operate the register, process sales, handle special orders, and provide excellent customer service rooted in the love of Christ. You may assist with inventory, receive shipments, and support store events. Overall, the role blends retail responsibilities with an understanding of Catholic traditions, supporting customers in choosing meaningful resources for prayer, celebration, and inspiration.

Job Duties:

- Model the G.U.E.S.T. service approach, and consistently delivering sincere and helpful service
 - Greet** and welcome every customer warmly and with enthusiasm
 - Understand** customer needs by asking open-ended questions
 - Explain** product features and benefits in relation to the customers needs by providing in-depth product knowledge
 - Suggest** additional items to build onto sales by utilizing effective selling techniques
 - Thank** the customer sincerely for supporting small business and invite to return and shop with us again
- Sales
- Utilizing the POS system
- Restocking inventory
- Build relationships with customers in order to ensure future visits and establish loyalty
- Tagging and labeling merchandise

- Organizing merchandise
- Prepare incoming product for the sales floor by following instruction and guidance from the inventory coordinator and manager
- Keep the shop clean, dusting, etc.
- Assist store manager with tasks as directed

Job Requirements

Qualifications:

- High school diploma
- 18+ years of age
- 2+ years of experience in Customer Service
- Knowledge of Catholic faith a plus
- Able to stand for long periods of time
- Climb a step ladder
- Ability to work a flexible schedule - morning, afternoon, night, weekends and holidays
- Able to multi-tasking
- Basic math skills
- Clean, polished, professional appearance
- Friendly, outgoing personality that loves to interact with new people.
- Professional phone etiquette
- Excellent verbal and written communications skills
- Must have reliable transportation
- Able to carry/lift/move up to 30lbs.
- Non-smoking environment

Compensation and Benefits:

Competitive market-based salary, commensurate with experience and education

HEAVEN & EARTH shines the Light of Christ in the Electric City and is an integral part of Scranton's renewal. It's a Catholic gift shop and bookstore in the heart of the city's cultural district. There are galleries and shops nearby, but nothing quite like HEAVEN & EARTH.

It's a gathering place close to the Cathedral, the University of Scranton, and Lackawanna College. So it's the place where young seekers and seasoned believers can gather, talk, listen, and grow.