

# Children's Boutique Retail Associate

## Full job description

**Job Summary:** The Sales Associate will be responsible for supporting the Store Leadership Team to achieve all company goals and initiatives. The Sales Associate will model and maintain excellent customer service with effective communication, product knowledge, and appropriate selling techniques. The Sales Associate will maintain company standards of all merchandise presentation, replenishment, and sizing while maintaining a new and clean store and backroom.

### Responsibilities:

- Be aware of customer activity and respond with a sense of urgency, prioritizing assisting customers over other tasks
- Greet and acknowledge customers while providing the appropriate level of service
- Effectively communicate value and quality of our merchandise while sharing our current promotions and offer solutions for "out of stock" items when necessary
- Exercise sound judgment in effectively addressing customer concerns
- Demonstrate the appropriate level of selling skills to positively impact conversion
- Provide fast, friendly, and accurate service at the cashwrap while educating customers on the benefit of the shopping at the Children's Boutique
- Maintain appropriate stock levels and ensure that all sizes and styles are represented
- Follow company standards of merchandise presentation, signage, and display
- Support and maintain a neat, clean, and organized stockroom while adhering to a customer ready environment, and adhering to safety requirements

- Perform daily housekeeping duties to company standard
- Inform Store Leadership Team of maintenance and facility needs promptly to ensure that customers and associates are provided a clean and safe environment
- Contribute focused, well-managed efforts towards achievement of store goals

### **Education and Experience:**

- High School diploma or equivalent
- Previous retail experience preferred
- Must be at least 18 years of age

### **Skills and Behaviors:**

- Excellent customer engagement
- Demonstrated time management and organizational skills
- Ability to work in team environment
- Must be adaptable and flexible to changing priorities
- Ability to work a flexible schedule to meet business needs, including weekends,
- Ability to maneuver on sales floor and stockroom; climb ladder, lift and carry up to 50 lbs