

Rack Room Shoes Sales Associate

Job Title: Sales Associate

Department: Store Operations

Reports to: Store Management

Job Description Summary

Adhere to and practice the Cornerstones of Customer Service with each customer. Meet both sales and work goals as directed by members of store management, while adhering to the policies and procedures set by the Company. Lead other team members in your store by being an example in the accuracy and completeness of your work. Work together toward the common goals of presenting the store, its merchandise, and yourselves to the customer in the best possible way. Control cash and maintain accuracy of sales transactions. Process all sales and POS terminal transactions through the POS terminal in accordance with policies and procedures. Maintain strict control of all monies and sales documentation.

Essential Job Functions

- Observe and practice the Cornerstones of Customer Service and the operating standards set forth by the Vice President of Store Operations.
- Develop and maintain necessary product knowledge and fitting skills to ensure that the customer is properly fitted.
- Maintain merchandise presentation; i.e., ensure stock is well arranged and merchandised properly.
- Maintain awareness of all current sales promotions.
- Check for mates when selling, receiving, or transferring footwear.
- Maintain an awareness to detect customer and employee theft.
- Keep merchandise displays in work area clean and organized.
- Perform cashier functions as needed.
- On an as-needed basis, participate in physical inventories; assist in shipping and receiving merchandise; and coordinate with store management the proper placement of merchandise on the sales floor.
- Support store management and the company.

Principal Working Relationships

Customers, Cashiers, Sales Associates, Store Management and District/Regional Managers

Key Qualifications

- Interpersonal skills necessary to deal effectively with external contacts (primarily customers) and with all levels of employees.
- Basic communication (both verbal and non-verbal), organization, and math skills.
- Experience in retail sales, preferably specialty retail or footwear.
- Basic knowledge of the policies and procedures.
- Basic visual merchandising skills and an understanding of the Store Presentation Standards.