



JOB DESCRIPTION

Job title	<i>Sales Associate – Jewelry Store</i>
Reports to	<i>Store Manager</i>

JOB PURPOSE

Sales Associates helps customers to get the best from - finding out what they need and offering the best products for them. Hard-working, bright and confident, you`ll be the kind of person who enjoys talking to new people along with customer service skills, ideally with previous retail experience.

DUTIES AND RESPONSIBILITIES

- Greeting customers who enter the shop
- Be involved in stock control and management
- Assisting shoppers to find the goods and products they are looking for
- Being responsible for processing cash and card payments
- Stocking shelves with merchandise
- Reporting discrepancies and problems to the supervisor
- Giving advice and guidance on product selection to customers
- Balancing cash registers with receipts
- Keeping the store tidy and clean, this includes hovering and mopping
- Responsible dealing with customer complaints
- Working within established guidelines, particularly with brands
- Attaching price tags to merchandise on the shop floor
- Responsible for security within the store and being on the lookout for shoplifters and fraudulent credit cards etc.
- Receiving and storing the delivery of large amounts of stock
- Keeping up to date with special promotions and putting up displays

QUALIFICATIONS

- Jewelry background experience a must
- Can handle a minor complaint with confidence
- Having a friendly and engaging personality
- Should have a confident manner
- Must be helpful and polite
- Assistants should be physically fit as they will be on their feet for most of the day and may be required to lift large amounts of stock
- You should have a comprehensive understanding of your area of sales, products
- Able to work as part of a sales team
- Knowledge of inventory techniques
- Should be of a smart appearance and articulate