



JOB DESCRIPTION

Title: Retail Sales Associate

Classification: Non-Exempt

Salary Range: \$14/hour + Tips & Sales Bonuses

Original Date: January 2014

Department: Retail

Position Status: Part-Time

Reports to: Store Manager

Date of Review: March 2024

Job Objective

Take responsibility for achieving individual and team sales goals. Enhance each guest's experience by providing prompt, friendly, knowledgeable, and professional service that supports the Loveless' Mission Statement and Core Values.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Perform quality work within deadlines with or without direct supervision.
- Interact professionally with other employees, customers and vendors.
- Work effectively as a team contributor on all assignments.
- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees.
- Genuinely greet all guests with a friendly smile and offer to help with their shopping needs.
- Assess the needs of guests by asking open-ended questions and provide the appropriate level of service and expertise using the answers to those questions.
- Recommend, select, and help locate or obtain merchandise based on guest needs and desires.
- Learn, reference, and apply product knowledge information obtained from various sources such as co-workers, seasonal buy strategy and visual documents, e-mail campaigns, E-commerce site, product labels, and Product Knowledge sessions.
- Be a strong ambassador of the Loveless by personally representing the season's new products and key items for the business.
- Maintain current knowledge of lovelesscafe.com, marketing programs, images, and media plans.
- Proactively seek opportunities to up sell and add-on additional merchandise, further enhancing the guest's shopping experience.
- Meet and exceed sales and service performance goals set by store management team members.
- Accurately and efficiently facilitate guest purchase and return transactions.
- Maintain proper cash handling while following policies and procedures.
- Capture and/or verify guest contact information when appropriate.

- Maintain a clean and safe environment for team members and guests.
- Follow Retail Operations policies and procedures.
- Actively participate in all store-related meetings and trainings and apply learned skills on the job.
- Be receptive to feedback and coaching.
- Participate in executing visual merchandising philosophies, cleaning and upkeep of physical store at the direction of store management. (Note: Assisting guests should always come first).
- Embrace, articulate, and reflect the Loveless Core Values.
- Demonstrate the Loveless Core Values in all business decisions and actions.
- Commit to maintain the culture through the evolution of the business.

Competencies

Strong Customer Focus

Flexibility

Teamwork Oriented

Supervisory Responsibility

This position has no supervisory responsibilities.

Work Environment

The majority of work will be completed indoors with moderate noise levels. At times, work could potentially involve exposure to unusual elements such as extreme temperatures, dust, fumes, smoke, unpleasant odors and/or loud noises.

Physical Demands

The employee is occasionally required to sit; climb or balance; and stoop, kneel, crouch or crawl. The employee must frequently lift or move objects up to 20 pounds and occasionally lift or move objects up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Position Type/Expected Hours of Work

This is a part-time position. **Must have open availability on Fridays, Saturdays and Sundays.**

Travel

No travel is expected for this position.

Job Skills

Strong sales and service skills, strong interpersonal skills, verbal communication skills, listening skills, ability to multi-task, time management skills, organization skills, basic math skills, cash handling/transaction skills, and ability to set and achieve goals.

Required Education and Experience

- High school diploma or GED required for a full-time position.
- Students may be considered for part-time or seasonal positions.

Preferred Education and Experience

- 2 years guest service and sales experience preferred.
- Specialty Store experience preferred.
- Positive and enthusiastic attitude.

Preferences

Reliable and punctual
Ability to multitask

Additional Eligibility Qualifications

Must have availability to work a changing schedule, including nights, holidays and weekends

Work Authorization

Must be authorized to work in the United States

Other Duties

Please note, this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

EEO Statement

The Loveless Cafe LLC is an equal-opportunity employer and is committed to hiring and maintaining a capable and committed workforce. EOE/M/F/D/V