

Store Sales Associate Job Description

Job Title:	Store Sales Associate	Main Function:	To serve our customers and maintain store standards
Company:	Ocean Chandlery	Reports to:	Sales Manager
Location:	Thornham Marina, Emsworth		

Main Purpose of Job:

- To achieve and promote the highest standards of customer relations.
 - To achieve sales targets and maximise net contribution.
 - To process goods into the store, ensuring stock accuracy.
 - To dispatch orders in a timely manner.
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Qualifications/Experience Required:

Essential:

Educated to GCSE level standard

Some experience on the water (yacht, dinghy, powerboat, windsurfing etc)

Manual handling capability

Desirable:

Retail experience in a similar environment

Key Performance Measures:

- 1.) Daily check of the packing area by the Sales Manager
 - 2.) Timely dispatch of all orders
 - 3.) Accuracy of stock levels
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Specific Responsibilities and Activities:

1.) Sales

- a. To ensure you are fully educated in all product lines.
- b. To demonstrate a friendly and helpful attitude to customers.
- c. To deal politely with customer difficulties or refer customers a senior member of staff.
- d. To ensure all merchandise is priced clearly and correctly.
- e. To ensure the shop and back areas are cleaned on a regular basis.

2.) Stock Control

- a. To process goods in and out of the branch, ensuring procedures are adhered to.
- b. To be constantly aware of stock levels and alert the Sales Manager of any shortages.
- c. To maintain seasonally appropriate stock levels.
- d. To identify faulty or damaged stock.
- e. To ensure goods are properly stored.
- f. To ensure satisfactory stock rotation.
- g. To maintain the stock room to a clean, tidy and safe standard.

3.) Health and Safety

- a. To comply with company health and safety policy.
- b. To alert senior management of any risks you identify.
- c. To ensure all entrances and exits are kept clear and free from obstruction.
- d. To be aware of fire precautions & procedures.
- e. To care for customers and other persons on the premises at the time of an emergency.
- f. To alert senior management of any shortages in first aid facilities.

4.) Security

- a. To minimise loss as a result of damage or theft.
- b. To alert senior management of any security risks.
- c. To suggest operational improvements to the Sales Manager or Directors.
- d. To inspect all areas of the shop daily.
- e. To Demonstrate a working knowledge of current legal requirements relating to their job.
- f. To handle all monies and stock responsibly and in accordance with Company systems and procedures.