



JOB DESCRIPTION

Name:		Year Started:	
Title:	Sales Associate	Employment Type:	<input type="checkbox"/> Full-time
Department:			<input type="checkbox"/> Part-time
Reporting To:	Senior Sales Associate	Hours/Week:	

Position Summary

Sales Associates will interact with customers including walk-ins, via email or over the phone. This role involves product recommendation and selection, estimates, and/or directing customers to relevant personnel for further assistance. Preparation of work orders for shop work. Sales Associates must also learn and familiarize themselves with wood species, as well as products and services offered by Exotic Woods, both in stock and available to the customers through special order. Providing first level customer service and support to retail customers.

Duties and Responsibilities

- Store Hours: 8:00 A.M. – 5:00 P.M., Associates are expected to be at the Order Desk and ready to receive calls and/or customers at 8:00 A.M. sharp. It is preferred that you be at your desk at 7:50 A.M. and prepared to start your day at 8:00 A.M.
- Prepare for your daily tasks.
- All Associates are also required to stay until sales are completed and/or customers have vacated the store.
- Address all customer calls (return calls, ready for pick-up).
- Work areas are to be clean and organized.
- Open cash registers and prepare for the days' sales.
- Greet customer and offer assistance – ensure a high level of customer service.
- Direct customers to the appropriate area of the store and/or escort them.
- Help customers make selections for their project; offering suggestions and opinions.
- Upsell adhesives, finishes, and other supplies that may be used in conjunction with their purchase.
- Answer phone. Order Desk is primarily responsible for phones (2-3 ring maximum).
- Transfer calls to the appropriate personnel.
- Order Desk is never to be left unattended. One sales person must always be at the Order Desk.
- Respond to e-mails and internet inquiries in a timely fashion (maximum 24-hour turnaround).



- Prepare estimates and quotes for materials and labor. Advise customers on rough lead times, as required.
- Work order completion – verify information, tally materials, and labor totals. Clarify any discrepancies with appropriate personnel – prior to calling the client (Make sure that all pertinent information is included and all processes are circled on the form).
- The *to be called* file should be completed at the end of each work day.
- Obtain shipping estimates.
- Calculate customer purchases (species, board feet, quantity).
- Process customer payments (cash, credit cards, cheque, and gift cards).
- Stock shelves, price, and organize products (adhesives, finishes and sundry items).
- Maintain intarsia shelves, identify species, price, and organize.
- Clean and organize wood bins and special carts, as time permits.
- General housekeeping; sweeping, and organizing product.
- Create signs and labels for product identification and pricing.
- Close both tills at end of day – give Senior Associate and/or Management to be secured.

Other responsibilities as directed by the Senior Sales Associates.

Qualifications

- Knowledgeable about Exotic Woods' products and offerings
- Attention to detail
- Attentive
- Quick learner
- Customer service oriented (face-to-face, over the phone, by email, etc.)
- Excellent communication skills (verbal, written, etc.).

Reviewed by: _____

Date: _____

Approved by: _____

Date: _____