

Job Description: Cashier/Sales Associate

Position Summary

The primary responsibilities of the Cashier/Sales Associate position are to maintain outstanding customer service, uphold our Mission and Core Values, generate sales, merchandise product, and support the store management team. Cashier/Sales Associates are in charge our customer-first philosophy and are essential in delivering the best customer shopping experience possible.

Reports To: Store Manager, Assistant Manager

Major Responsibilities

- Greet customers by asking them the magic question:
- Ensure all customers receive outstanding service which follows the S.A.L.E.S process and mystery shop standards.
- Maintain awareness of all promotions and advertisements.
- Execute the daily operational, day-to-day goals and priorities assigned by store management.
- Assist in the training and development of peers.
- Actively participate in daily huddle meetings.
- Uphold merchandising and store cleanliness standards.
- Participate in processing new shipments. Help the team keep the receiving and back stock area clean and organized.
- Notice and respond to safety issues.
- Be conscious of shoplifting activity. Know how to respond to shoplifters.
- Aid customers in locating merchandising in store, on acehardware.com, as well as processing special orders.
- Solicit customers to open an Ace Rewards card.
- Answer customers' questions and provide information on procedures and policies.
- Tactfully and pleasantly deal with customers.
- Accurately and efficiently ring on registers and maintain all cash at registers.
- Maintain orderly appearance of register area and supplies stocked.
- Perform other tasks as assigned from time to time by store management.
- Issuing receipts, refunds, credits or change due to customers.

Minimum Requirements

- Sales and/or marketing experience in a retail environment, establishing relationships and working with customers.
 - Knowledge of retail computer systems, MS Word and Excel a plus.
 - A commitment to service excellence and customer satisfaction.
 - Solid team player with excellent interpersonal skills.
 - Excellent communication skills, exceptional organizational ability, high attention to detail, and ability to multi-task.
 - Ability and willingness to work flexible hours including evenings, weekends and holidays.
-

Physical Requirements

- Must be able to lift, move and handle up to 60 pounds frequently to stock merchandise as well as load/unload customer orders.
- Ability to stand/walk for an extended period of time.
- Ability to bend, reach, lift and climb.

APPROVAL

I have read, and understand, the duties that are outlined in this document and hereby agree to the tasks and expectations as provided.

Employee Signature

Date