

Route66 Motorsports

Job Description

General Merchandise Associate

Job Data

Job Title:General Merchandise Associate
Department:General Merchandise Department
Supervisor:.....General Merchandise Manager
Pay Class / FLSA Status:.....Hourly / Non-Exempt

Summary Description

Set-up and maintain an appealing retail environment and assist customers with their shopping and purchase of merchandise.

Key Results Areas:

- Customer Service
- Retail Sales of General Merchandise

Major Duties and Responsibilities:

1) Customer Service

- Provide excellent customer service to “walk-in and telephone” customers.
- Greet customers immediately, in a courteous and friendly manner.
- Possess the ability to work with several customers at one time while maintaining individual customer satisfaction.
- Handle telephone transactions quickly, and courteously.
- Point out any sales, specials, or new merchandise to customers.
- Assist customers with their selection of merchandise and fashion feedback.
- Accept cash & credit card payments for merchandise purchases. Keep cash register accurate.
- Notify customers when special orders or back-ordered items are received.
- Handle customer complaints reasonably, showing empathy and a positive attitude, and demonstrate our commitment to “Make Things Right”.

2) Retail Sales of General Merchandise

- Assist General Merchandise manager with retail sales of General Merchandise.
- Assist with set-up, organization, and staging of special events such as Open houses, of HOG activities, fashion shows etc.
- Maintain clean and current displays of merchandise which appeals to customers
- Receive merchandise from distributors, check merchandise received against purchase invoice.
- Log merchandise into inventory.
- Tag merchandise. Stock shelves & other displays or place merchandise into stockroom.
- Conduct or participate in periodic physical inventory of all merchandise (counts, reports etc.)
- Ensure merchandise displays are stocked, clean, dust free, and appealing to customers.
- Maintain updated customer mailing lists.
- Attend training sessions to keep current with merchandising & inventory control issues.

3) Other Duties – As Assigned

Supervisory Responsibilities: - None

Commitments:

- Treat all employees and customers fairly, courteously, and with dignity.
- Be prompt and available for flexible scheduling.
- Present an up beat, friendly, outgoing personality to customers; - no matter what the situation!

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Qualifications & Job Requirements:

- Friendly, outgoing personality.
- Schooling or experience in merchandising and retail sales.
- Experience with Point-of-Sale & computerized inventory systems or the ability to quickly learn.

Physical Demands:

- Must have the ability to stand and walk the sales floor for most of the day.
- Frequently required to bend, stoop, crouch, reach, and lift 40 lb. of merchandise

Working Conditions:

- Majority of work is conducted indoors; however, some outdoor booth sales are conducted periodically during open houses or other events.