

Village Silversmith

SALES ASSOCIATE JOB DESCRIPTION & AGREEMENT

At Village Silversmith, our Sales Associates are vital to delivering excellent customer service. Our sales associates maintain a professional attitude with sincerity and enthusiasm reflecting Village Silversmith's commitment to our customer – the most important person in our stores. The essential parts of this sales position are to inspire our customers to buy, celebrate their purchase, and create a lasting positive impression of you and our company. Position may be part-time or full-time hours depending on need and availability.

LOCATIONS

- Rockport, MA: 20 Bearskin Neck & 27 Dock Square
- Gloucester, MA: 138 Main Street
- Peabody, MA: 210 Andover Street
- Salem, MA: 186 Essex Street
- Newburyport, MA: 34 State Street
- Portsmouth, NH: 71 Congress Street
- Hampton, NH: 83 Ocean Blvd

FLSA STATUS Non-Exempt – Overtime required after 40 hours per week

RESPONSIBILITIES

- Actively greet and seek out customers in store
- Assess customers' needs and provide assistance and information on merchandise
- Ensure high levels of customer satisfaction through excellent service
- Advise customers on care of merchandise
- Actively sells merchandise "add ons"
- Team up with co-workers to ensure proper customer service
- Perform other duties as assigned by upper management
- Build credible relationships with customers and co-workers
- Proficient in all procedures regarding Village Silversmith's registers and point of sale system, excluding returns and exchanges
- Remain up-to-date on merchandise knowledge
- Promote current retail events and sales
- *Maintain good housekeeping standards including dusting, vacuuming, mopping and other general cleaning
- Correctly utilizes Village Silversmith jewelry cleaning methods
- Assist in display creation
- Maintain displays, including straightening, dusting, labeling (proficient in P-Touch labeler), and other general maintenance
- *Assist in restocking displays
- Adhere to Village Silversmith's procedures for loss prevention
- Maintain dependable attendance and punctuality
- Has read and understands Village Silversmith's Operations Manual
- Has read, understands and abides by Village Silversmith's Employee Handbook

QUALIFICATIONS

- Education/Experience: Previous retail sales experience preferred, but not required. Basic understanding of sales principles and customer service practices required.
- Communication Skills: Strong interpersonal and communication skills. Ability to read, write, and interpret instructional documents such as Employee Handbook, operating and maintenance instructions, and procedure manuals. Ability to effectively communicate with customers, peers, and management. Ability to communicate on the telephone with proper etiquette. Proficiency in a second language a plus.
- Mathematical Skills: Basic math functions such as addition, subtraction, multiplication, and division. Ability to use a calculator and calculate percentages. Must be able to make and count back change in American monetary units. Experience working with a cash register/POS system a plus.
- Reasoning Ability: Ability to multi-task, while being attentive to customers and remaining flexible to the needs of the business. Ability to work as part of a team and take initiative.
- *Physical Demands: This position involves moving, talking, hearing, reaching, grabbing and standing for length of workday. Will involve kneeling, crouching, and climbing ladders as well as lifting at least 30 lbs.
- Interpersonal Skills: Enthusiastic, friendly, and energetic with a genuine desire to provide outstanding service.
- Work Hours: Available to work a variety of hours, which may include early mornings, evenings, weekends and holidays. Available to work in multiple Village Silversmith locations. Flexible with short notice schedule changes.

** Indicates essential functions of the job*

SUPERVISORS

- Key Holders
- Assistant Managers
- Managers

This job description is not all-inclusive. In addition, Village Silversmith Ltd. reserves the right to amend this job description at any time. Seasonal Sales Associates will have the same responsibilities on a temporary basis. Whether the position is seasonal, part time or full time will be determined upon interview. Village Silversmith Ltd. is an Equal Opportunity Employer, committed to a diverse and inclusive work environment.

By signing this job description and agreement, you are stating that you understand and agree to all job responsibilities and qualifications.

Employee Signature

Date

Employer Signature

Date