

SALES ASSOCIATE

Sales Team

Reports to: Store Manager

SUMMARY:

Under the guidance of the Sales Management Team this associate will be responsible for superior customer service and help lead our sales team in our retail store. They will also share sales knowledge and educate clients on products, do outbound customer service calls, work at trade shows, and attend sales meetings.

RESPONSIBILITIES AND DUTIES INCLUDE:

- Provide excellent customer service and lead the way in implementing sales tactics and innovating techniques
- Handle inbound customer service calls on the phone and in person
- Organize and arrange store displays via merchandising tips and help from department managers
- Build and maintain customer relationships
- Actively collect data via the customer as to how Animart can better the “client experience”
- Attend trade shows, meetings, informational sales programs, and committee meetings
- Understand and promote ANIMART’s brand of Knowledge | Family | Convenience
- Pursue professional growth through continued education and company sponsored educational sessions
- Contribute to building a quality work environment at ANIMART by taking initiative, respecting others, and being a team player. Follow the policies and procedures in the ANIMART handbook. Use good communication by listening and sharing information to enable others to do their jobs more effectively. Use proper language and etiquette, set a good example and treat the customer with respect and appreciation.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each duty satisfactorily. Enthusiasm, initiative, reliability, creativity, leadership, teamwork, and an outgoing personality are important attributes for this individual. Professionalism, excellent organizational and communication skills, and the ability to multi-task are important to this position.

- Prior retail sales experience
- Strong working knowledge, understanding and interest in pets.
- Must be customer service driven and be able to understand customers’ needs; also strive to exceed customer expectations and be solutions oriented.
- Excellent written and oral communication skills.
- Ability to follow directions, prioritize work and manage multiple projects.
- Positive attitude and approach, self-motivation and professionalism.

HOURS OF WORK AND COMPENSATION:

- Full-time employment and Part-time employment available.
- Must be available 7 days a week, during busy customer flows.
- Overtime, weekends, weeknights as needed
- Position is based at the ANIMART Pet Store in Madison, WI.