

# Home Depot Sales Associate Job Description

---

- Ensures the satisfaction of customers by providing quick and courteous service to them
- Locates customers on the race track and in the aisles, greets them in a very friendly manner and with a smile, and maintains eye contact with them
- Finds out the needs of the customers and discovers the level of expertise needed to assist them by asking them questions about their projects
- Appreciates customers for visiting and shopping at the Home Depot store by thanking them and follows them up through telephone calls if necessary
- Provides accurate answers to the questions of customers about merchandise
- Follows customers to merchandise areas irrespective of the department and describes the features and benefits of the products to them
- Explains the steps and products required to complete projects to customers
- Assists customers on installed sales and special orders
- Hands customer issues over to the Sales Specialist when necessary
- Provides information to IMAs and DS about products that are selling and also informs the Freight team and the Freight Team about merchandise that are out of stock
- Settles the complaints of customers or refers the issue to the manager in charge of handling customer complaints to ensure the satisfaction of the customer involved
- Aids or helps out other associates when called upon to do so
- Goes through the 5 step Sales process with customers; discuss all available options with customers, including good, better, and best options

- Makes suggestions concerning related items or services outside the department that may be needed by customers
- Does a follow up on job quotas to bring sales to completion
- Sets personal goals and achieves them
- Makes right decisions concerning markdowns to the satisfaction of customers when needed
- Makes sure that the department is very clean, shop-able and in-stock
- Performs the duties of stock maintenance daily, like ensuring all products are lit, clean, displayed, and signed
- Ensures that Ad items are always in stock; performs light pack out and pack-down as required to be in-stock always
- Keeps record of products that are out of stock and when new shipment will arrive; restocks returned products and maintains the integrity of sets
- Assists in carrying out minor resets and cross merchandising tasks as needed, which includes wing stacks, chip clips, ads, and displays.