

JCPenney Sales Associate Job Description

Duties and Responsibilities:

- Apply the Greet, Respect, and Thank approach always when in contact with customers to find out how you can be of help to them in getting the right product and completing sales
- Listen actively, calmly, and agreeably to customers' complaints and ensure they are resolved quickly and that customers leave with a great experience
- Go regularly to every part of the store, including stock room and sales floor throughout the shift to ensure customers are effectively served
- Watch product and customer traffic across the areas assigned and take appropriate position to impact customer experience positively
- Be well knowledgeable about JCPenney products to be able to deliver outstanding service to customers by interacting with other associates
- Provide solutions to problems and make the right decisions that can result in increased customer service, sales, and profit; make sure assigned tasks are executed effectively and efficiently
- Be an inspiration for higher performance to self and others; provide top-notch customer service
- Cooperate with customers to build respectful and inclusive relationships
- Take responsibility for actions initiated and results obtained
- Seek ways to enhance customer experience delivered
- Be confident and courageous to make the right decisions and take the right actions; demonstrate energy and urgency in actions.

JCPenney Sales Associate Requirements – Skills, Knowledge, and Abilities

- Strong ability to solve problems and make the right decisions
- Strong time management skills to execute tasks effectively and efficiently

- Self-motivated with the ability to inspire other associates to improve their performance
- Excellent customer service and interpersonal skills to build good relationships with customers and co-workers
- Ability to take accountability for actions and results
- Strong ability to act proactively in finding ways of enhancing the customer experience
- Ability to summon the courage and confidence to do what is right
- Ability to perform tasks with urgency and energy.