

# Old Navy Sales Associate Job Description

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- Stand by the door and welcome customers on arrival
- Respond to customer questions with regards to their intended purchase
- Assist the customers with returns and refunds, and resolve complaints that may arise from their transactions with Old Navy
- Stock clothes and rearrange clothes that got out of order on the shelves
- May be required to manage a section of the sales floor, e.g., may be assigned to handle the women's or children's section
- Keep the designated store sections clean, including putting all clothes in order, folding them, and keeping them in their right positions
- Greet customers as they arrive at the fitting room and keep the area tidy and organized at all times
- Take clothes from the fitting room to the sales floor
- Take advantage of sales and customer relationship opportunities by informing them of store promotions
- Provide additional information such as fabric, washing instructions, and style, price, and fit to influence the customer's purchase decision
- Required to stay aware of and contribute to monthly goals
- Responsible for maintaining the store floor standards and restocking items promptly to ensure the optimal customer experience
- Promote Old Navy's product and be an example for new associates to emulate
- Engage with the customer, listen to them actively, and also observe non-verbal cues to anticipate their service needs
- Ensure to keep all Old Navy's Visual elements maintained on the sales floor
- Carry out cash wrap transaction processes promptly and accurately as required
- Ensure that all cash wrap supplies are in stock and organized

- Operate the cash register and check out customers after purchases as needed
- Be aware of and comply with all company-defined policies and procedures.