

Ross Sales Associate Job Description

- Display professionalism, friendliness, respect, and true courtesy to customers always
- Respond to customer service calls and issues promptly in a helpful and courteous manner, having in mind to treat customer service as top priority always
- Ensure counts, markdowns, and inventories are taken accurately as scheduled
- Ensure ticketing, presentation, and merchandise sizing are done to Ross standards by cross-performing in all assigned areas, including processing new receipts and bringing them to the sales floor in line with productivity standards and in accordance with company best practices, following the Salesfloor Presentation Guide in merchandising all items, and ensuring brand name/merchandise familiarity throughout all departments to aid customers
- Maintain an organized, clean, and neat store by carrying out light cleaning and daily recovery
- Provide assistance to customers in all ways possible and as may be necessary, including assisting customers with merchandise, providing correct answers to customers' questions in a knowledgeable and polite manner. Greet all customers through out the store with "hello" and a warm smile, and with every sale registered say "thank you". Process all registered transactions meeting productivity standards and in accordance with Ross best practices
- Display high level of honesty and integrity in interacting with customers and associates
- Ensure merchandise, cash and credit card information, and confidential information are safeguarded

- Ensure a high degree of customer contact and awareness on the sales floor, which produces a shopping environment that is safe and secure for everyone
- Ensure a safe shopping and working environment for customers and associates; reporting any observed practices or conditions that may jeopardize safety to the store management; minimizing losses, risks to company by adhering to Ross best practices
- Carry out review and approval of all disposals by following all Mark-Out-of-Stock policies such as the proper processing of each merchandise, identification of MOS merchandise, and the notification of store management
- Ensure a high degree of accuracy and awareness when working on bankable tenders
- Adhere to all associate purchases policies, as well as policies and practices relating to company scheduling and timekeeping.