

Senior Sales Associate Job Description

- Provide top level customer service that exceeds the expectation of customers
- Achieve individual and store sales and KPI indicators by maximizing every opportunity to make sales
- Perform till duties, including refund processing and price overrides
- Identify the needs of customers and provide correct answers to them on questions concerning all products
- Provide answers to questions relating to price, benefits, features, location, use of merchandise, etc.
- Assist less experienced colleagues with answers to queries on issues they have no knowledge of
- Stand in for the assistant manager or the store manager when needed
- Provide support by acting as a key holder in meeting the needs of the business in the store whenever required
- Provide support to new members of staff
- Ensure proper customer records, security of stocks, and handling of cash in line with company processes and procedures
- Responsible for timely and efficient delivering of all customer orders, as well as completion of repairs and engraving requests by customers; ensure records of customer requirements are kept accurately in accordance with company procedures
- Capture and input customer data into company database to enable the promotion of customer loyalty and repeat visits
- Receive and investigate complaint from customers and ensure successful and prompt resolution; develop acceptable solutions and make recommendations to the management of the store appropriately
- Actively take part in all training events and meetings organized by the store
- Take proper and accurate record for all stock, and check prices

- Adhere to established safety and security procedures of company and ensure all potential health and safety issues are communicated promptly to the store manager
- Perform other tasks the store manager may assign based on the store demands.