

# Target Sales Associate Job Description

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## **Duties and Responsibilities:**

- Apply all available resources in the store to meet both personal and store targets
- Ensure working and shopping environments are safe for co-workers and customers by adhering to procedures and policies of the store
- Work in harmony and effectively with other team members to achieve and surpass store goals
- Take advantage of available opportunity for learning and strive to improve personal and store performance
- Provide support to fellow team members when necessary
- Work with the company's customer service model to meet and surpass customers' expectation and increase brand experience and sales
- Build emotional bond with customers by being a passionate company brand ambassador
- Continually learn about company products to be able to effectively guide customers
- Ensure housekeeping and visual merchandising standards to make the store appealing and convenient to shop to customers
- Remain alert and watchful while attending to customers on the sales floor to minimize loss
- Ensure store cash protection procedures are adhered to always when completing sales transactions
- Apply selling expertise in creating add-on sales at the cash desk that can help in building customer loyalty
- Responsible for product returns, cash refunds, and product exchange requests from customers; use the opportunity of the interaction with customers to increase their shopping experience
- Assist in delivering products purchased to customers and participate in replacing bought products on the sales floor
- Maintain stockroom with adequate supply of products always

- Apply customer and retail expertise in prioritizing the flow of merchandise to the sales floor.

### **Target Sales Associate Requirements – Skills, Knowledge, and Abilities**

- Strong knowledge and understanding of the principles and processes of customer service
- Strong ability to work in a fast paced environment, to learn and adapt quickly
- Strong ability to comprehend written and verbal instructions and carry them out effectively, and to ask for clarification when necessary
- Possess inspirational attitude that positively impacts on the team
- Strong ability to relate with team members and maintain effective working relationship with them
- Ability to be punctual, consistent, and reliable on the job
- Physically fit to lift items up to 50 pounds occasionally and 25 pounds frequently
- Possess high school diploma and three to six months working experience in retail
- Strong communication, literacy, and numeracy skills.