

JOB DESCRIPTION

1. **Job Title:** Retail Sales Associates
2. **Department:** Retail Management (The Word Shop and Duplication)
3. **Part Time:** 16 - 30 hours
4. **Normal Work Schedule:** Tuesday to Thursday (*flexible hours*), Friday and Sunday (*required*)
5. **Position Summary:** The Sales Associate(s) primarily generate sales by providing outstanding customer service, systematic administrative and business oversight, and exceptional product knowledge.
6. **Duties and/or Tasks:**
 - a. Greet customers, ascertain customer needs, and respond to feedback, inquiry and comments.
 - b. Compute sales prices and receive and process cash or credit payment.
 - c. Open and close cash registers, perform tasks such as counting money, separating charge slips, coupons, and vouchers, balancing cash drawers, and making deposits.
 - d. Maintain knowledge of current inventory, sales and promotions, policies regarding payment and exchanges, and security practices.
 - e. Maintain qualitative and quantitative sales and products records.
 - f. Recommend, select, and help locate or obtain merchandise based on customer needs and desires.
 - g. Prepare merchandise for sale and/or shipment, exchange or return merchandise for customers.
 - h. Ticket, arrange and display merchandise to promote sales.
 - i. Prepare sales slips, sales contracts or PO's for internal (ALI, Praise & Worship) and external customers.
 - j. Place special orders by contacting vendors/suppliers to find desired items for customers.
 - k. Clean shelves/displays, counters, and tables as necessary.
 - l. Bag or package purchases, and wrap gifts.
 - m. Inventory stock and requisition new stock by maintaining accurate and timely log(s).
 - n. Record and edit Masters from Friday and Sunday church services.
 - o. Duplicate, title, package sermons individually or as a series for sales in the store or on-line.
 - p. Recruit and lead volunteer team by scheduling, training, and communicating priorities regularly.
 - q. Monitor store and work area for security/safety risks and handle any discrepancies that may arise.
 - r. Update Director of Finance & Administration on business performance, ideas for new initiatives, and maintain awareness of market trends in the retail industry.
 - s. Perform other duties as assigned to ensure the integration of Duplication and Word shop functions
7. **Qualifications/Standards/Requirements**
 - a. **Education:** Associates Degree in Business Management, Retail Management or related fields of study.
 - b. **Experience:** Minimum 3-5 years progressive sales experience required
 - c. **Skills:**
 - i. Strong sales (pricing, promotion, product, placement) knowledge required
 - ii. Must possess strong communications and public relations abilities.
 - iii. Well-organized and attentive to details.
8. **Equipment and Resources Utilized:**
 - a. Bookstore Manager software and Duplication equipment
 - b. Computer – PC & Mac highly desirable
9. **Relationship and Roles:**
 - a. Reports to Director of Finance & Administration
 - b. Works with staff at all levels of the organization