



Sales Associate

JOB DESCRIPTION

Overview:

The Sales Associate is the number one position responsible for delivering XSRE's aspiration of being America's women's fashion accessory destination.

The Sales Associate exemplifies G.S.T. (Greet, Service and Thank) with an attitude of 'exceeding the customer's expectations', while building multiple unit sales.

Summary of Essential Job Functions

- Customer - build relationships with customers and understand their needs. Deliver a strong genuine customer experience that will allow the customer to confidently recommend **XSRE** to their friends and family. Ensure that every need the customer has when coming into the store is met before they leave.. Build customers confidence by making their experience comfortable and enjoyable. Provide Store Management with feedback and solutions to improve customer service and sales results. Ability to handle multiple priorities and customers. Know and use the store systems to support the Customer Experience, including the Point of Sale and supporting to co-workers when needed.
- Employee - Support team members in serving customers and doing store operations tasks such as cleaning, merchandising, markdowns, etc. Share customer experiences with the rest of your team including management. Cross-train and coach among store staff. Refer candidates that would be a great addition to the team. Celebrate individual achievements and team successes. Stay current on "what's hot" in fashion and trends as it relates to our business.
- Owner - Maintain a neat, clean, organized store environment at all times. Adhere to **XSRE's** Code of Conduct. Merchandise discount policy and Dress Code. Understand the purpose of the Employee Handbook and Sales Associate Compensation Plan. Assist in setting-up, refreshing and clearing the store's visual displays and replenishing the sales floor. Know and use the store systems to support the Customer Experience, including Point of Sale know where and how to get support when needed. Take personal responsibility for staying current on all store communications and asking follow-up questions as needed. Increase personal proficiency at store operations tasks; share tips and experience with other Sales Associates to build their proficiency. Deliver financial results based on key performance indicators.

Qualifications

Minimum Required

- Excellent communication skills
- Prior customer service and sales experience
- High School diploma

