JOB DESCRIPTION

| **Title** | RETAIL/CUSTOMER SERVICE REPRESENTATIVE |
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| **Reports To** | Owner/Operator |

**Job Purpose**

The Retail/Customer Service Representative is responsible for assisting customers in selecting products and merchandise, offering personalized recommendations based on their preferences and needs. This role involves managing sales transactions, maintaining displays, and ensuring a welcoming environment that enhances the customer experience.

A successful candidate is passionate about the product industry, possesses excellent communication skills, and is dedicated to providing exceptional customer service. They should understand the organization's offerings well and be eager to share their knowledge with customers to help them find the perfect product.

**Duties and Responsibilities**

Responsibilities include, but are not limited to:

* Assist customers in selecting and purchasing merchandise.
* Provide information about the products, techniques, and stories behind them.
* Process sales transactions through the organization's point of sale system.
* Manage and organize stock, ensuring that merchandise is properly displayed and in good condition.
* Set up and maintain in-store displays to highlight featured products or seasonal collections.
* Handle customer inquiries and resolve any issues related to purchases or orders.
* Participate in organizational events and promotions to engage with customers and promote the business.
* Keep track of inventory levels and communicate restocking needs to management.
* Handle customer complaints and requests for returns, escalating as needed.
* May assist with stocking and overall store cleanliness.
* Perform additional duties as assigned.

**Key Qualifications**

* High school diploma or General Education Degree.
* Experience as a Retail Sales Representative, Sales Associate, or a similar role is required.
* Knowledge of the retail sales process.
* Understanding of consumer behavior principles.
* Knowledge of inventory stocking procedures.
* Commitment to providing excellent customer service.
* Basic math skills.
* Proven track record of meeting or exceeding sales targets.

**Core Competencies**

* Passion for the industry and the ability to convey enthusiasm to customers.
* Outstanding customer service skills, focusing on creating a welcoming and informative environment.
* Strong organizational skills and attention to detail.
* Ability to multitask and manage time effectively in a busy retail setting.
* Collaborative team player with a proactive approach to problem-solving.
* Adaptability to work in a dynamic, fast-paced environment.
* Customer service orientation.

**Working Conditions**

* Standard working hours are [Insert Working Hours, e.g., "9:00 AM to 5:00 PM", Monday to Friday]
* This position is set in a retail environment with frequent customer interaction.
* Extended periods of standing and occasional lifting of up to X pounds.
* May require working weekends, evenings, and holidays, depending on business hours and event schedules.
* Possible overtime during special events or peak seasons.