

A. Job Title SALES ASSOCIATE

I. Job Summary

Possess exceptional customer service skills and provide a positive experience for the customers to ensure a high level of satisfaction and return business. The Sales Associate is also responsible for proper and efficient operation of his or her shift, in such a manner as to ensure that the shift contributes to the increased profitability of the store.

II. Reports To

Store Manager

III. Essential Job Duties and Responsibilities

General Management

- Greet customers as they arrive and inquire into their purchasing interests
- Provide information regarding prices and promotions
- Observe shift operating hours at all times, as assigned by management
- Perform specific tasks as assigned by the store manager
- Assist the store manager in seeing that the store maintains an inspection grade of at least 90% on the store inspection report
- Adheres to all City, County, and State alcohol and tobacco sales guidelines
- Provide customers with prompt and courteous service
- Follow the work schedule as posted, unless approved changes are made by management
- Stay familiar with the company bulletin board
- Notify store manager of all sales, cash, and/or operating discrepancies
- Inform manager of any mechanical difficulties or incident reports

Bookkeeping

- Properly post all hours worked on time sheet and sign, verifying all hours worked
- Notify store manager of any discrepancies in the operating results from the shift report
- Assure proper sales and accounting for merchandise during shift
- Ring all sales on the Passport P.O.S. system
- Accurately post markups and markdowns, any store use of merchandise, and damaged merchandise

Personnel

- Advise store manager of any personnel situations or policy violations having an adverse effect on store operating performance

Security

- Share the responsibility for controlling the inventory in the store while working
- Follow company policy regarding excess or shortage of cash
- Prepare a shift change report at the end of each shift in accordance with company policy

- Follow correct vendor check-in procedures as defined by store manager
- Protect company assets at all times

Merchandising

- Keep wall and floor coolers, store shelves and displays fully stocked
- Properly clean and maintain equipment and proactively ready high margin products such as coffee, fountain drinks, etc. as directed by store manager
- Use correct pricing on all merchandise
- Use suggestive selling techniques as directed by store manager

Maintenance and Cleaning

- Keep store floors clean at all times, displaying wet floor signs as needed
- Check refrigeration equipment for proper performance at least one time per shift
- Clean store windows, shelving, counters, ledges, counters and gas pumps to ensure cleanliness at all times
- Sweep and pick up all exterior trash, including in landscaped areas
- If a maintenance issue arises, immediately notify the store manager

IV. Other Duties and Responsibilities

- Ability to multitask
- Handle customer complaints in a positive manner
- Any other task(s) requested on behalf of Drury Southwest, Inc. or its affiliated entities.

V. Knowledge, Experience, and Qualifications

- Basic math skills
- Physical ability to perform essential functions of the job