

Sales Leader

\$9 - \$12 an hour plus Tips

Job brief

A Sales Leader will oversee operations and workers during scheduled shifts.

Sales Leader responsibilities include managing cash, resolving conflicts, and operating/checking equipment. Ultimately, you will ensure all aspects of your shift run smoothly and effectively.

- **Overseeing operations when the manager is absent**
- **Assigning duties to staff during shifts**
- **Providing REMARKABLE customer service and managing complaints**

A Sales Leader is responsible for all sales activities and sales associate job duties, from greeting customers, answering questions, offering assistance, suggesting items, lending opinions and providing product information. Individual responsibilities as a Sales Leader may include demonstrating outstanding customer service and selling skills, keeping the selling floor stocked with merchandise, assisting in display of merchandise or organizing the selling floor and stock areas.

A Sale Leader must process payments by totaling purchases; cash and store or other credit cards. Must also be able to deal with customer refunds courteously and professionally. Maintains a professional attitude with sincerity and enthusiasm reflecting store's commitment to our customer. Develops product knowledge in order to communicate it to the customer. Stays current with promotional events and sales.

Requirements:

- Basic understanding of sales principles and customer service practices
- Proficient in verbal and written English language
- Knowledge of customer and market dynamics and requirements
- Ability to read, write and effectively communicate with customers, peers and management
- Telephone etiquette
- Ability to multi-task, while being attentive to customers and remaining flexible to the needs of the business
- Ability to work as part of a team and take initiative independent of direct supervision
- Physical demands: This position involves constant moving, talking, hearing, reaching, grabbing and standing for at least two consecutive hours. May occasionally involve stooping, kneeling, crouching, climbing ladders and lifting 30-50 lbs.
- Customer service focus
- Enthusiastic, friendly and energetic with a genuine desire to provide outstanding service
- Available to work a variety of hours, which may include early mornings, evenings, and weekend shifts
- Proven experience as a Leader or relevant managerial role
- Knowledge of the industry and relevant health and safety regulations
- Commitment to excellent service
- Working well within a team
- Leadership skills and ability to make decisions fast
- Strong problem-solving aptitude
- High school diploma is preferred

Responsibilities

- Provide direction and feedback to workers during shifts
- Identify employee strengths per shift and assign duties
- Train and coach new employees
- Operate and inspect equipment and communicate the need for repairs or replacements to management
- Check cash drawers and prepare bank deposits
- Ensure health and safety standards are followed
- Address customer and employee complaints
- Resolve conflicts between workers OR reporting issues to Director of Operations immediately
- Foster and maintain a positive work environment
- Must learn all policies, procedures and programs in FULL and be point person for customer