



Southern Convenience Stores Job Description

Job Title: Sales Associate
Reports To: Convenience Store Manager
Prepared Date: 1/26/2010
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SUMMARY

Sales Associates are responsible for providing customers with an exceptional buying experience. Sales Associates are also expected to operate each shift efficiently, within company policies. The title Sales Associates applies to positions of the first, second, and third shift employees, full or part time. This position reports to the store manager.

RESPONSIBILITIES BY COMPETENCY: (**denotes an essential function of the position*)

Business Results Orientation

- **Responsible for correctly accounting for all cash income but not limited to: register fund, cash, checks, credit/ debit cards, lottery/ lotto, car wash sales, vacuum or air machine income, ATM, etc.*
- Maintain a clean and visually appealing convenience store, including lot and bathrooms.
- **Responsible for tracking all necessary inventories.*
- **Responsible for following the work schedule as posted and reporting to work on time.*
- **Responsible for properly posting hours worked on the register POS/ computer and signing all necessary documentation relating to these tasks.*
- Ensure store merchandise is properly stocked on shelves and in coolers.
- **Maintain regular attendance and follow designated safety practices.*
- Perform other duties not listed as required of the position to maintain expectations.

Communication

- Responsible for effectively communicating with customers, store employees, and manager.

- *Advise store manager of any personnel situations, customer situations, safety accidents, or policy violations that would have an adverse effect on store operating performance.
- Ensure store manager is made aware of all sales, cash, or operating discrepancies.
- Advise store manager on any special customer requests or product shortages.

Customer Service Orientation

- *Responsible for greeting all customers in a timely and friendly manner.
- *Responsible for delivering exceptional customer service which includes going beyond the call of duty for customer assistance and knowing as many customer names as possible.
- *Responsible for executing a complete transaction which includes a suggestive sell as well as counting back the customer's change.
- *Responsible for offering each customer a proper close by thanking the customer or asking the customer to return.
- *Responsible for informing each customer of in-store specials or promotions currently being offered. Additionally, asking customers if there is anything you can help them with or find. Ask if there is something they wanted that the store currently does not stock.
- *Responsible for suggesting company or store improvements that will enhance customer service.
- Utilize all company programs to the fullest extent to provide full satisfaction to customer and make customer recoveries when necessary.

Developing Talent

- Responsible for offering assistance, support, and feedback to other team members.
- *Set an example that is aligned with company's mission statement for other employees to follow.
- Continually strive to improve own performance and performance of the store as a whole.
- Complete training required for certification of a Sales Associate.
- Continue to develop and grow with on-going training.

Safety

- Attend and participate in safety meetings.
- *Work diligently to correct safety deficiencies in a timely manner.
- *Complete safety training required for this position.
- Follow all safety policies and procedures.
- Inform Supervisor or Manager of unsafe conditions and behaviors, and recommend how to correct or eliminate them.
- *Report all work-related injuries immediately.
- Cooperate with the medical provider, and follow the treatment plan and Return-To-Work Program.
- Work to avoid preventable accidents.

Technical Expertise

- *Efficiently and accurately run the cash register and complete all necessary paperwork.
- *Adhere to all city, county, and state age restricted product regulations and laws as well as all health department regulations.
- *Complete shift cleaning checklist on every shift, including inside and outside responsibilities.
- Perform regular maintenance checks to ensure proper performance of all equipment.

- *Follow all company cash handling, safety, and security policies and procedures.
- *Responsible for following proper vendor check in procedures.
- *Knowledgeable on how to change pricing after receiving information from Manager or Owner.

SUPERVISORY RESPONSIBILITIES

This position has no direct reports and this position reports directly to the Store Manager.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/ or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. (**denotes an essential qualification of the position*)

Education: *Preferred: Equivalent to high school diploma.

Experience: *Up to and including 3 months retail experience.

Language Skills: *Ability to read, write, speak, and understand English in a manner that is sufficient for effective communication with groups of managers, clients, customers, and the general public.

Skills and Abilities: Ability to perform routine duties involving use of various procedures and application to clearly prescribed standards practices which require the making of minor decisions and use of some judgment as to the method of performance. **(May be representative, but not all-inclusive of those commonly associated with the position)**

Technology, Tools And Equipment: *Computer, *Cash Register, *Telephone, Copy/Printer/Fax, *Hepatitis A vaccination where required, *Other equipment necessary for convenience store operations.

Certifications, License and/or Registrations: None Required

PHYSICAL DEMANDS

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.