



General Merchandise Associate

Job Title:.....General Merchandise Associate
Department:.....General Merchandise Department
Supervisor:General Merchandise Manager

Summary Description

Sets-up and maintains an appealing retail environment and assists customers with their shopping and purchase of merchandise.

Key Results Areas:

- Retail Sales of General Merchandise
- Customer Service

Major Duties and Responsibilities:

Retail Sales of General Merchandise

- Answer telephone calls courteously and record accurate and complete messages.
- Provide excellent customer service to all of the dealership's customers
- Possess the ability to work with several customers at one time while maintaining individual customer satisfaction.
- Handle retail sales, returns and special-order transactions of General Merchandise and notify customers when special orders or back-ordered items are received.
- Assist with set-up, organization, and staging of special events such as Open Houses, HOG activities, fashion shows and etc.
- Receive merchandise from distributors, check merchandise received against shipping documents and tag merchandise. Stock shelves & other displays or place merchandise into stockroom.
- Conduct or participate in periodic physical inventory of all merchandise (counts, reports etc.)
- Ensure merchandise displays are stocked, clean, dust free, and appealing to customers.
- Maintain complete, accurate and updated customer mailing lists.
- Acquire continual knowledge of new and existing products.

Customer Service

- Provide excellent customer service to "walk-in and telephone" customers.
- Greet customers immediately, in a courteous and friendly manner.

General Merchandise Associate

- Point out any sales, specials, or new merchandise to customers.
- Assist customers with their selection of merchandise and fashion feedback.
- Provide prompt and accurate service at cash register. Accept cash, checks, gift certificates & credit card payments for merchandise purchases.

- Handle customer complaints reasonably, showing empathy and a positive attitude, and demonstrate our commitment to “Make Things Right”. Present management with customer concerns.

Other Duties – As Assigned

- Up-sell merchandise whenever possible.
- Maintain security procedures to prevent theft and loss of merchandise.
- As assigned.

Supervisory Responsibilities: - None

Qualifications, Certificates, Licenses, Registrations:

- High School diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.
- PACE (Parts Accessories Clothing Expert). Continued PACE training sessions to obtain certification.
- Valid Arizona driver’s license.
- Schooling or experience in general merchandies and retail sales.
- Experience with Point-of-Sale & computerized inventory systems or the ability to quickly learn.
- Friendly, outgoing personality.
- Ability to produce creative and appealing displays
- Be prompt and available for flexible scheduling.

Physical Demands:

- The noise level in the work environment is usually moderate.
- Must have the ability to stand and walk the sales floor for most of the day.
- Frequently required to bend, stoop, crouch, reach, and lift 40 lb. of merchandise.

Working Conditions:

- Majority of work is conducted indoors; however, some outdoor booth sales are conducted periodically during open houses or other events.