

# Rejuvenation



**Description** Retail Store Specialist

**Department** Sales

**Reports to:** National Sales Manager

## **Major Focus**

- A) Promote EDEN: the company, brand, products, standards, and policies
- B) Maintain high level of people service
- C) Generate sales through customer interaction and develop relationships, merchandising, inventory, and pricing; and complete sales via POS procedures
- D) Perform scheduled inventory cycle counts
- E) Maintain clean, neat, and orderly appearance of yourself, the store, and the items merchandised
- F) Lock and secure store and building, when appropriate
- G) Maintain compliance with all federal, state, and local laws and regulations regarding on-site operations

## **Duties and Responsibilities**

- A) Acknowledge visitors with friendly comportment, and provide outstanding service
- B) Achieve and maintain deep knowledge of the products in order to be helpful to others and respond to inquiries
- C) Communicate with other Departments as needed in assisting customers when appropriate (Operations, Purchasing, Sales, Accounting)
- D) Complete sales transactions accurately and efficiently using POS procedures and electronic devices. Bag goods and provide assistance to customer's car when needed
- E) Add customers to email newsletter database used for Marketing's monthly mailings to promote products and store specials
- F) Monitor and maintain store inventory through warehouse orders and vendor POs
- G) Price products and stock shelves. Includes gift totes made from store products
- H) Maintain displays of samples, literature, and items being promoted
- I) Issue and redeem Eden Store gift certificates

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- J) Count inventory on bi-weekly basis and record on cycle count sheets provided by Accounting
- K) Help generate weekly and monthly sales reports
- L) Complete paperwork for monthly store specials, change shelf and promotional signs, change sale item prices in product database (LightSpeed)
- M) Open and close store according to procedures. Includes cashing in and out, and running daily reports
- N) Communicate customer comments, complaints or request to management – anything that might affect or benefit Eden

## **Job Requirements**

- A) Suitable skills and experience to do the job.
- B) Willingness to learn
- C) Some math and computer experience
- D) Excellent organizational and communication skills (verbal and written)
- E) Ability to read, count, and write accurately to complete necessary paperwork
- F) Working knowledge of basic computer software
- G) Ability to freely access all areas of the store, including sales floor, checkout counter, and basement
- H) Ability to operate and use electronic equipment necessary for store operations
- I) Ability to work flexible schedule based on business needs, including some evenings and Saturdays
- J) Must be able to perform with minimal supervision

This job description is not intended to be all-inclusive or a complete explanation of all duties. Employees are required to perform other duties as assigned by their immediate supervisor or Eden Management. Eden reserves the right to modify job duties and responsibilities as needed. This job description does not constitute a written or implied contract of employment.