

Job Description: SALES ASSOCIATE

Primary Policy Driver: Customer Service Policy

Primary Customer: Store Customers, fellow employees

CRITICAL RESPONSIBILITIES

- To assist ALL the customer's jewelry, gift needs
- To meet manager-defined sales goals
- To ensure the exceptional quality of the customer's experience at Mann's Jewelers
- To be courteous and knowledgeable about all products
- To realize when there is a bad match with the customers and turn the sale over
- To complete the sale

RESPONSIBILITIES

- Customer Service: pre and post sales
- Product Knowledge
- Security Awareness
- Building of database
- Accurate recordings of names, addresses, numbers, etc.
- Personalization of experience: Thank You notes, reminders for Birthdays and Anniversaries
- Understanding and offering of all sales opportunities
- Team selling

COMPETENCIES

- Positive Mental Attitude
- Product knowledge of gemstones, watches, metals, designer brands, etc.
- Knowledge of credit and financing options
- Ability to carry through on Mann's Jewelers marketing message
- Knowledge of store's capabilities (what we can and can't do)
- Selling/closing skills
- Ability to work well and comfortably on a team
- Ability to build customer relationships
- Ability to interact professionally, courteously with other employees