



Sales Associate Job Description

Tursi Soccer Supply expects that all Sales Associates provide the best possible customer service in the retail industry. Your responsibility is to ensure that all in-person visits are handled in a quick, courteous manner.

We also expect that the Sales Associate is a hardworking, task oriented person who can complete daily and weekly tasks to ensure that the store is properly organized, stocked, and cleaned.

Job Duties:

Greet all customers that come into the store. Find out what their needs are and quickly help them. A Sales Associate should always be in the store unless helping a customer.

When handling club team orders, ensure that they did not place an online order prior to fulfilling their order. Use the Tursi Website to ensure that you are getting the customers exactly what they need for their club.

Help maintain a clean store and work environment, including floors, trash, bathrooms, and counter areas.

Organize the apparel that is on the floor. Products should be organized by style, then by size from smallest to largest. Size tag should be placed to the front of the product so that it is easy to read for the customers. Customers should be able to remove the product to the right and see the front of the product. Hangers should be branded when appropriate and available, and all match for that rack.

Organize the shoe displays. Shoes are organized from most expensive(top) to least expensive(bottom) by line or by category (ie- turf, indoor, kids). All display shoes are the left shoe and must be properly placed with a price tag on them. Display shoes should keep the shoe filling to keep the shoes shape and the shoes should always be tied.

Responsible for knowing where shoes are in the warehouse. Shoes must be returned to the warehouse immediately after working with a customer. Shoes must be put back with the same brand and style, and in order by size.

Restock any missing sizes or items that are missing as you organize each rack or display. If we have it, there should be a full-size run of each style on the floor at all times. Work with the Retail Manager if there are missing items to know if/when we are going to get more in stock.

Learn and use the Shopify point of sale system. All sales are run through our POS system. Employees must not create custom orders, as all products are in the system. If an item does not scan, please make sure our Warehouse Manager is made aware of the issue.

Learn and be able to explain the details of all products on the floor including shoes, replica jerseys, apparel, socks, etc. Sales Associates must be able to answer all customer questions about the products on the floor.

Help size and fit cleats and shoes for customers. Before the final sale of the shoe, both shoes are checked to ensure that a matching pair of shoes are being sold.

Manage returns to the store. Do a return through the POS when exchanging sizes. If the product is a defect, ring up a new product for the customer, put Defect into the notes, and put the product with full details on the defect on the Retail Buyer's desk.

Pick up the customer bathroom daily. Clean the customer bathroom twice a week, preferably on Friday and Monday.

Assist the pressers with cutting logos as needed.

Return items to the warehouse from the bins. Confirm SKU number and size before placing an item in the correct bin.

Sales Associates working during the week are expected to ensure that the store is ready for the weekend.