

Title	Retail Sales Associate
Reports to	Retail Manager
Location	Ferry Building & theLab
Date	February 27, 2020

Summary

The Sales Associate is an integral part of the customer experience and success of the retail sales channel at Recchiuti Confections. This position contributes to all retail store activities including, but not limited to: customer service, sales, merchandising, inventory, order processing, and general maintenance. The Sales Associate reports to the Retail Manager and can work shifts at both retail locations, the Ferry Building Marketplace and theLab.

Essential Duties and Responsibilities

- Maintain a breadth of knowledge regarding Recchiuti Confections' history, company standards, products and services.
- Deliver the highest levels of customer service, building relationships, ensuring customer follow-up, and promoting retention.
- Manage multiple store tasks and high-volume foot traffic with ease.
- Work effectively and cohesively with Recchiuti team members.
- Ensure store is clean and tidy at all times.
- Receive shipments and process product orders.
- Implement shop merchandising, layout and customer traffic flow.

Job Qualifications and Competencies

Required Knowledge, Skills, and Abilities

- Retail experience, including cash handling and balancing cash drawer
- Computer literate and proficient in Microsoft Word, Excel, and Outlook
- Team player and able to work well with others.
- Excellent interpersonal and communication skills.
- Strong organizational skills with attention to detail.
- Fluent in English.
- Enjoy interaction with the public – must be a true “people person.”
- Self-motivated, and able to work quickly and efficiently to meet deadlines.
- Flexible schedule with full-time availability during holidays.
- Able to lift heavy objects, be on one's feet all day, and move quickly.

Desired Knowledge, Skills, and Abilities

- Interest in the fine food industry and the desire to learn more.
- Ability to speak other languages.

Physical Demands

The essential functions of this position require consistent standing and the ability to lift 15lbs unassisted.