

Job Title: Sales Floor Associate - Hourly

Reports to: Store Manager

Dept./Location: Brick & Mortar (varies)

Effective Date: TBD

Position Vision:

Gazelle Sports Sales Floor Team Members are the heartbeat of Gazelle Sports. They are experts in matching customer needs to the incredible products we carry in our stores. Sales Floor Team Members create meaningful connections while delivering the Gazelle Sports Mission. Our team members contribute to the success of Gazelle Sports through a commitment to operational excellence, connection with the community and exhibiting exceptional care in their daily interactions.

Position Expectations

Deliver Exceptional Experience:

- Engage each customer through friendly greetings and open ended questions.
- Share product suggestions and product knowledge (features and benefits) that meets the needs and interests of the customer.
- Invite each customer to have their gait and feet evaluated to aid in selecting the best shoe for their needs.
- Provide exceptional customer experience using omni-channel options (website purchase, dropship, etc)
- Contribute to a welcoming and vibrant environment for customers, team members and community partners.

Build Community and Gazelle Sports Brand

- Share community outreach opportunities including clinics, events, training programs with all customers
- Participate in workplace and community initiatives
- Represent Gazelle Sports at off site events

Operations:

- Perform opening and closing duties as assigned.
- Follow operational excellence standards and policies.
- Perform cleaning duties as needed to maintain a clean and beautiful shopping environment.
- Attend and participate in daily huddles and monthly staff meetings.
- Achieve performance benchmarks (UPT, postcards)
- Use our point of sale system to support customer transactions and inventory accuracy.
- Complete timekeeping and schedule requests accurately and on time.
- Build trusting and supportive relationships with team members through effective and timely communication.

- Adapt to the needs of the store, including completion of additional tasks or responsibilities as assigned.

Requirements:

- Show desire to live Gazelle Sports' mission and support others to do so
- Flexibility and willingness to work a combination of mornings, evenings, weekends, and holidays based on the needs of the business
- Excellent interpersonal and customer service skills.
- An exceptional mix of sales and customer care skills
- Ability to function well and adapt to a dynamic and high-paced environment
- Must be able to attend monthly team meetings

Mission Statement and Core Values:

We inspire movement through exceptional experiences.

Care | Learning | Excellence | Community | Active Living