

Job Title: SALES FLOOR ASSOCIATE

Department: Operations

Location: Retail Store

ABOUT GABE'S

Gabe's was founded in Morgantown, WV in 1961 with a mission to offer customers the quality products that they want, at affordable prices they love. Today our mission continues as Gabe's expands into new and existing markets across 20 states. Gabe's enjoys an outstanding reputation in the communities we serve. This reputation is a result of living our values and making the best decisions for our associates, customers, and company. Together we will strive to deliver superior customer service, create a great work environment, and improve the value we deliver to our customers.

JOB SUMMARY AND PURPOSE

The Sales Floor Associate will engage and connect with our customers by providing excellent customer service. This position will assist in maintaining the sales floor by stocking merchandise, building merchandise displays, supporting fitting room operations, and other duties to maximize profitability and customer satisfaction. This position ensures that all customers have a great experience in the store through friendly, helpful interactions, and by maintaining a neat, clean, and organized store.

DUTIES AND RESPONSIBILITIES

- Place new merchandise to company communications under leadership of the supervisor.
- Place customer returns and go-backs on the appropriate racks always.
- Remerchandise departments to store communication and company standards.
- Ensure the sales floor is full, neat, clean, organized, and safe for our customers and crew members.
- Report known operating and markdown issues to team lead for resolution.
- Communicate merchandising opportunities to store leadership as identified while performing duties throughout the store.
- Support other areas or projects as needed or directed by the store management team such as stocking, condensing merchandise and fixtures to the sales floor, disassembling displays and shelving.
- Create a great shopping experience for all customers by being friendly and helpful, acknowledging customers and thanking them for shopping.
- Maintain an awareness of a safe work environment by maintaining a neat, clean, and organized store, and supporting a culture of integrity.
- May be cross trained to work in other areas of the store to provide support to fellow associates through sharing of knowledge, helping to complete tasks, and assisting in customer interactions as needed.

EDUCATION AND EXPERIENCE

- High School diploma or GED equivalent is preferred.
- One (1) year customer service experience preferred.

KNOWLEDGE, SKILLS, AND ABILITIES

- Detail oriented and has an eye for merchandising.
- Ability to communicate effectively and professionally with associates and managers.
- Ability to follow all company policies and procedures and ensure the safety of customers and crew members.
- Ability to provide excellent customer service through helpful customer interactions.
- Proven time management and organizational skills; ability to multi-task.
- Ability to stand for long periods of time and lift moderate weight (up to 50 lbs.).

- Ability to take direction and work collaboratively as part of a team.
- Ability to work a flexible schedule including nights, weekends, and non-business hours.

SUPERVISION

This position does not have any supervisory responsibilities.

DISCLAIMER

This description does not state or imply that the duties listed are the only duties to be performed by the position incumbent. Justification for information provided in the job description may be requested. Employees are required to follow job-related instructions and perform other job-related activities assigned by their supervisor.

All requirements are subject to possible modification in order to provide a reasonable accommodation to individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves, other employees, or the public.