



Job Title: Floor Sales Associate

Reports To: Store Manager

Department: NHHHC

FLSA: Non-Exempt

Direct Reports: None

General Responsibilities

The Floor Sales Associate will be present on the selling floor and assist customers as needed. May be responsible for a specific department or may be general knowledge. Will assist in organization, put away and inventory for assigned work area.

Essential Duties and Responsibilities

- Greet customers courteously and professionally and handle customer requests promptly.
- Sell merchandise. Up sell when appropriate (add-ons, companion products, etc.)
- Keep up to date on new products in the store.
- Know the location of all stock and floor layout of store.
- Maintain assigned work area/department with regards to cleanliness, stocking and organization.
- Maintain merchandise displays and keep organized and clean.
- Report any competitive pricing and customer feedback to management.
- Create a positive relationship with store customers with a focus on customer satisfaction and repeat business
- Performs other duties as required

Knowledge, Skills and Abilities

- Knowledge of building materials (lumber, paint, electrical, plumbing, etc.)
- Able to work in a fast-paced environment
- Ability to communicate with good listening skills to identify the needs of the customer
- Pleasant telephone voice and sales personality
- Able to work harmoniously with co-workers in all departments

Education and Experience

- Prior hardware or home center sales experience
- Experience working in a retail environment with face to face customer interactions
- Experience using various equipment, including key making machine, registers, preferred
- Basic PC skills – able to look up inventory products

Physical Requirements

- Frequently required to stand for long periods of time
- Frequently required to walk distances over 200 yards
- Able to lift and move products as needed (up to 40+ without assistance)
- Able to read and comprehend English
- Noise level in the work environment is usually moderate to heavy
- May be exposed to outside weather
- Occasionally required to stoop, bend, kneel or crouch while working while working with product.
- Frequently required to walk to and from various areas within the facility.
- Periodic evening and weekend work required.
- Professional, clean appearance
- Able to use and view PCs for related inquiries

Rev. 7/2017

The above statements are intended to describe the general nature and level of work performed, rather than to be an exhaustive list of all duties, responsibilities, and skills required for the position. The job duties may be changed at any time at management's discretion. This job description is not intended to create contractual obligations of any kind.