



DULUTH, MN

POSITION: Buyer / Customer Sales Associate

DATE:

REPORTING TO: Owner/Operator

STATUS: Part-time/Non-exempt

STORE LOCATION: 5115 Burning Tree Road Ste 308

Duluth, MN 55811

STORE EMAIL: onceuponachildDuluthMN@gmail.com

STORE WEBSITE: www.onceuponachildDuluthMN.com

POSITION PURPOSE

To help promote all aspects of the business including but not limited to getting to know our customers, buying gently-used inventory, selling, pricing, and merchandising. Promote a high level of customer EXPERIENCE by ensuring customers are assisted in an enthusiastic, timely, and knowledgeable manner. Assist owners in daily store operations, including the buying of gently-used kids' stuff and making families happy!

MAJOR AREAS OF RESPONSIBILITY

1. Greet customers immediately, determine their needs, and handle all transactions in a professional and enthusiastic manner. Exhibit appropriate selling and buying procedures and ensure thorough communication to all customers regarding our buys.
2. Become familiar with products, brands, and prices and make recommendations of products, including their features and benefits, to suit customers' needs. Maximize sales and customer satisfaction by adding items to the close of the sale.
3. Buy used product, reinforcing the customers' purchases and sales to the store. Invite customer to return to buy, sell, or trade and promote image of the store.
4. Price and tag items based on pricing and buying guidelines. Restock store following merchandising plan. Maintain store displays and follow store housekeeping and maintenance standards and procedures.
5. Develop proficiency in operating computerized Point of Sale (POS) and sales tracking system for all sales transactions, buys, inventory, etc.
6. Achieve personal and store sales goals by applying sound customer service and sales protocol.

QUALIFICATIONS

1. Prior retail experience preferred in similar product lines, but willing to train the right candidate.
2. Proven customer service skills required.
3. Ability to work well as a team member, accept constructive feedback, and follow directions.
4. Excellent communication, interpersonal skills and multi-tasking abilities.
5. Sales and goal driven.
6. Punctual and eager to learn

PHYSICAL REQUIREMENTS

1. Ability to stand and walk for long periods of time, up to 8 hours a day.
2. Lifting up to 40 lbs. without assistance. May involve heavier lifting with assistance of team member or cart/dolly.
3. Bending, rotating, and reaching customary to a retail environment; including receiving, pricing, and stocking/back stocking merchandise.
4. Exposure to typical retail environment conditions and noise levels.
5. Able to operate a computerized point of sale system