



# SOUTHERN SKY HOME

## Job Description

**Job Title:** Sales/Design Associate

**Reports To:** Store Manager

**FLSA Status:** Non-Exempt

**Summary:** Responsible for providing customers with a unique shopping experience by offering excellent customer service, meeting, or exceeding personal sales goals, utilizing effective selling techniques and design expertise during in-store and in-home consultations. by performing the following duties.

**Duties and Responsibilities** include the following. Other duties may be assigned.

1. Delivers a positive customer experience and achieves daily sales goals.
2. Utilizes design expertise to assist customers in one-on-one consultations in the store and in-home regarding the design of their living spaces to drive store sales.
3. Performs productive in-home consultations including the ability to accurately measure and assess the customer's living space.
4. Engages the customer in a professional and personable way that demonstrates your personal passion for the product.
5. Maintains a professional appearance that represents our brand.
6. Provides consistent support to fellow employees through sharing of knowledge, helping to complete tasks, and/or assisting in customer interactions.
7. Performs register sales transactions quickly and accurately in accordance with established cash control procedures and customer service guidelines.
8. Maintains company brand standards of neat, clean, and organized sales floor, cash wrap, and stockroom to ensure the store environment is safe and presentable for employees and customers.
9. Executes efficient and effective handling of all merchandise from shipment processing, floor sets, markdown optimization, and replenishment systems.
10. Performs other related duties as assigned.

### **Qualifications:**

To perform this job successfully, an individual must be able to perform each essential

duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Language Ability:**

Ability to read a limited number of two- and three-syllable words and to recognize similarities and differences between words and between series of numbers. Ability to print and speak simple sentences.

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format.

Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints. Ability to write speeches and articles using original or innovative techniques or style. Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management.

**Math Ability:**

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply

concepts such as fractions, percentages, ratios, and proportions to practical situations.

Ability to apply advanced mathematical concepts such as exponents, logarithms, quadratic equations, and permutations. Ability to apply mathematical operations to such tasks as frequency distribution, determination of test reliability and validity, analysis.

Ability to comprehend and apply principles of advanced calculus, modern algebra, and advanced statistical theory. Ability to work with concepts such as limits, rings, quadratic and differential equations, and proofs of theorems.

### **Reasoning Ability:**

Ability to apply common sense understanding to carry out simple one- or two-step instructions. Ability to deal with standardized situations with only occasional or no variables.

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems. Ability to deal with nonverbal symbolism (formulas, scientific equations, graphs, musical notes, etc.) in its most difficult phases. Ability to deal with a variety of abstract and concrete variables.

### **Computer Skills:**

To perform this job successfully, an individual should have knowledge of Microsoft Word and Excel.

### **Education/Experience:**

Degree from college or university in design preferred; or three or more years of retail sales and/or design experience (design experience preferred); or equivalent combination of education and experience.

### **Knowledge, Skills and Other Abilities:**

- Verbal communication skills
- Organizational skills
- Self-motivated

- Ability to exhibit high level of energy
- Team player

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to walk up and down stairs. The employee is frequently required to open cartons with new products. The employee is occasionally required to assist with arranging furniture and accessories. The employee must assist with lifting and/or moving furniture up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, ability to adjust focus, and ability to see color.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to wooden products, textiles, cartons, packaging, outside vendors and customer.

The noise level in the work environment is usually low.