



Job Description

TITLE: PT-FT Retail Sales Person
REVISED: January 2014
REPORTS TO: Retail Manager

Position Information:

The PT-FT Retail Sales Person is responsible for the accurate processing and collection of payment for products and services sold at Monarch and all aspects of selling and delivering exceptional customer service to Monarch's customers.

Duties and Responsibilities:

- Ensure customers receive courteous and prompt attention
- Be responsible for collecting payment from customers as they purchase goods and services.
- Perform related work as required
- Maintain satisfactory attendance and punctuality
- Project a positive attitude for the benefit of our customers and fellow employees
- Read, understand, and adhere to all rules, regulations and procedures as required by Monarch.
- Ensure that all work performed is thorough, accurate, and completed in a timely fashion
- Work effectively without supervision
- Utilize systems and procedures, deliver exceptional customer service on all interactions, give all customers consideration and respect, understand their needs, and consistently meet or exceed customer expectations
- Learn and maintain solid product knowledge on manufacturer-specific products and manufacturer-specific rebate and incentive programs
- Attend factor-sponsored training classes as scheduled by management
- Attend supplier-specified training courses as scheduled by management
- Answer Customer Service phone calls relating to sales inquiries
- Keep customers updated by phone as to the progress of their product delivery
- Put away inventory
- Keep aisles in order
- Help Shipping Department with order fulfillment as needed

Health and Safety Responsibilities:

- Work in compliance with the provisions of the Occupational Health and Safety Act (OHSA), regulations, and internal health and safety policies and procedures
- Use or wear the equipment, protective devices or clothing required by Monarch
- Report to the supervisor any missing or defective equipment or protective device which could endanger someone
- Report to supervisor any contravention of the OHSA regulations, or Monarch safety policies and procedure by another employee and customer
- Report any observed hazards to the supervisor

- Do NOT remove or make ineffective any protective device without providing an adequate temporary substitute. When the work is complete, the original protective device must be replaced immediately
- Do NOT use or operate any equipment, machine, device, or thing, or otherwise work in a manner that may endanger anyone
- Do NOT engage in any prank, contest, feat of strength, unnecessary running or rough and boisterous conduct
- Know, understand and implement safe work practices and procedures
- Know understand and employ established rules and procedures for handling materials, equipment and processes (e.g. use proper lifting techniques, etc.)
- Use equipment and materials only in the manner intended
- Attend required safety training programs (e.g. safe lifting), and apply the knowledge gained from these training sessions
- Not to lift anything over 50 lbs above the shoulder by yourself, this is a two person lift.
- Report all injuries, incidents and unusual conditions immediately to supervisor
- Inspect work area daily and report any hazards immediately to supervisor

Qualifications:

- Must possess a good mathematical aptitude in order to complete cash transactions accurately
- Excellent communication skills
- A friendly, outgoing personality and a genuine interest in people and in helping others, well-spoken
- Previous cash handling and sales experience in a retail environment
- Proven ability to deliver exceptional customer service
- Excellent problem-solving and organization skills
- Ability and willingness to be flexible under changing conditions
- Ability to be creative and persuasive in negotiating
- Ability to exhibit professionalism with a positive attitude under pressure

Working Conditions:

The Sales Person will be standing for eight hours per day. He or she will be required to use office equipment, such as a computer, fax machine and telephone. He or she will work mainly in an indoor, temperature moderated, well-lit environment. Some lifting may be required from time to time. Requires a safety knife for opening boxes. He or she may be asked to assist customers to their vehicles with their purchases, requiring them to go out in inclement weather.

Note:

This is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. While this list is intended to be an accurate reflection of the current job, the company reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed

when circumstances change (i.e. emergencies, changes in personnel, work load, rush jobs, or technological developments).

Employee Statement:

I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements, and duties expected of me. I also understand that this job description does not constitute a contract or employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time and for any reason, and the company has a similar right.

Employee's Name

Employee's Signature

Date