

JOB DESCRIPTION

TITLE:	Sales Associate	DEPARTMENT:	Retail Operations
LINE MANAGER:	Store Supervisor	DIVISION:	Delivery
JOB FAMILY:	Team - Admin	GRADE:	Grade 9

BASIC FUNCTION AND SCOPE:

- Ensure that each customer receives outstanding service by providing a friendly environment, which includes greeting and acknowledging every customer, maintaining solid product knowledge and all other aspects of customer service.
- Give enthusiastic support of FWT's merchandise and sales methods,
- Assist the business to grow and prosper
- Reflect sincere cheerfulness in everyday contact with colleagues and customers.

DUTIES AND RESPONSIBILITIES:

- Generate sales to budget by competently processing all sales, exchanges, orders, returns etc.
- Provide a high standard of visual merchandising by ensuring merchandise is attractively displayed and where appropriate grouped into merchandise categories or stories.
- Provide superior customer service by understanding and implementing product knowledge, service and sales skills and establishing rapport with customers aimed at initiating sales.
- Undertake housekeeping responsibilities daily for the benefit of the store, staff and customers
- Familiarise self, understand and comply with the FWT's brand Culture
- Maintain open and honest communication with customers, staff and management and other key business partners
- Maintain the operational standard of the store by following store operational procedures (SOM)
- Develop personal skills and capability through on-going training, as provided by supplier international as well as FWT
- Maintain an awareness of all promotions and advertisements.
- Assist in floor moves, merchandising, display maintenance, and housekeeping
- Assist in processing and replenishing merchandise and monitoring floor stock.
- Aid customers in locating merchandise.
- Communicate customer requests to management.
- Assist in completing price changes within the department.
- Participate in year-end inventory and cycle counts
- Maintain dynamic work relationship with the team members & key departments.

- Be a good Ambassador of FWT whenever representing the Company.

EDUCATION, KNOWLEDGE AND EXPERIENCE:

- Graduate of core schooling completed
- 3+ Years of experience performing similar duties
- Basic proficiency in Microsoft Excel, Word, Outlook, Internet Explorer
- Sound knowledge of Carpentry.

Good level of verbal and written communication skills (English essential, Arabic is an added asset).

KEY COMPETENCIES, SKILLS AND APTITUDE:

- **Organizing and Planning work:** Understands sequential and/or interdependent nature of work and anticipates/plans for lags in response from others
- **Maintain Work standards:** Accomplishing tasks by considering all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks, being watchful over a period.
- **Communication:** Has a superior knowledge of the methods of communications and when to use them
- **Contribution to Team Success:** Actively participating as a member of a team to move the team toward the completion of goals.
- **Customer Service:** Effectively meeting customer needs; building productive customer relationships; taking responsibility for customer satisfaction and loyalty.