

RETAIL STORE ASSOCIATE

JOB TITLE	Retail Store Associate
REPORTS TO (title)	Store Manager
DEPARTMENT NAME	Stores

1. PRIMARY PURPOSE -

This position is responsible for providing excellent customer service, greeting and assisting customers, completing register operations and other assigned tasks, which includes stocking shelves, hanging clothing, and maintaining the cleanliness of the store.

2. ESSENTIAL DUTIES AND RESPONSIBILITIES -

- Provide excellent customer service.
- Perform cash register duties, including counting and verifying funds. Collects cash payments, credit payments and make correct change and provide receipts.
- Ensure registers and funds are secured properly.
- Remove clothing from dressing room and return to appropriate area.
- Arrange and display merchandise to promote sales.
- Load carts with rotated merchandise.
- Hang clothes on racks in accordance with safe work practices.
- Proficiently and correctly check products for defects.
- Sweep, mop, and wipe down glass surfaces, windows and clean restrooms.
- Maintain knowledge of sales, promotions and discounts available for customers.

3. OTHER DUTIES AND RESPONSIBILITIES -

- Maintain adherence to Company policies, safety/ergonomic standards and good housekeeping practices.
- Perform other duties and responsibilities as required.

4. MINIMUM QUALIFICATIONS AND EXPERIENCE -

- Previous customer service experience in a fast-paced environment. Previous cash-handling experience is preferred.
- Basic math skills are required.
- Strong verbal communication skills with an emphasis on customer service.
- Strong attention to detail.
- Ability to stand for 8 hours.
- Ability to lift, push, pull up to 35 lbs. on a regular basis.
- Ability to lift furniture and miscellaneous items, up to 50 lbs, with assisted help from others and equipment.
- Ability to stoop, twist, and bend continuously.
- Self-motivated, organized and eager to work as part of team.

5. **PHYSICAL DEMAND -**

A. The physical effort typically applied in this job includes:

<input checked="" type="checkbox"/>	Lifting	<input checked="" type="checkbox"/>	Pulling	<input checked="" type="checkbox"/>	Reaching
<input checked="" type="checkbox"/>	Carrying	<input checked="" type="checkbox"/>	Pushing		Shoveling
	Other (specify)			<input checked="" type="checkbox"/>	Keying/typing

B. Check the box that best reflects the amount of effort typically applied and the frequency of application:

Amount of Effort Applied	% of Time Effort is Applied			
	Less than 15%	15% to 40%	40% to 70%	More than 70%
Less than 1lb.				<input checked="" type="checkbox"/>
Between 1 & 5 lbs.				<input checked="" type="checkbox"/>
Between 5 & 25 lbs.				<input checked="" type="checkbox"/>
Between 25 & 60 lbs.				<input checked="" type="checkbox"/>
More than 60 lbs.			<input checked="" type="checkbox"/>	

C. The effort reflected in the above chart is typically applied in the following work positions:

<input type="checkbox"/>	Sitting	<input checked="" type="checkbox"/>	Standing	<input checked="" type="checkbox"/>	Walking
<input checked="" type="checkbox"/>	Stooping	<input checked="" type="checkbox"/>	Bending	<input type="checkbox"/>	Confined
<input type="checkbox"/>	Other (specify)				

6. **MENTAL OR VISUAL DEMAND -**

<input type="checkbox"/>	Occasional mental and/or visual attention; the operation performed is either close to being automatic or the duties require attention only at long intervals.
<input type="checkbox"/>	Frequent mental and/or visual attention; the flow of work is either intermittent or the operation involves waiting for a machine or process to complete a cycle with intermittent checking or inspection involved.
<input checked="" type="checkbox"/>	Continuous mental and/or visual attention; the work is either repetitive or diversified requiring constant alertness to monitor the production process and/or identify defects.
<input type="checkbox"/>	Concentrated mental and/or visual attention; the work involves performing complex tasks to very close accuracy and quality specifications; or a high degree of hand and eye coordination for sustained periods.
<input type="checkbox"/>	Intense and/or exacting mental and/or visual attention; the work involves visualizing, planning, laying out, or otherwise performing very involved and complex work.

7. **WORKING CONDITIONS -**

A. Identify the kinds of disagreeable elements incumbent would typically be exposed to in the work area:

<input checked="" type="checkbox"/>	Dust	<input checked="" type="checkbox"/>	Dirt	<input checked="" type="checkbox"/>	Heat	<input checked="" type="checkbox"/>	Cold
<input checked="" type="checkbox"/>	Fumes	<input checked="" type="checkbox"/>	Noise	<input type="checkbox"/>	Vibration	<input checked="" type="checkbox"/>	Water
<input type="checkbox"/>	Other (specify)						

B. Check the statement below that best describes the physical surroundings or conditions under which the job is typically performed and the extent of exposure to the disagreeable elements noted above:

<input type="checkbox"/>	The job is typically performed under very comfortable working conditions; any disagreeable elements are generally absent during normal performance of job.
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<input type="checkbox"/>	Work is typically performed under reasonably good working conditions; while exposure to any or all of the above elements may occur, such exposure is generally not present to the extent of being disagreeable.
<input checked="" type="checkbox"/>	The job is often performed under somewhat disagreeable working conditions; exposure to any or all of the above elements is likely, with at least one present to the extent of being disagreeable.
<input type="checkbox"/>	The job is continuously performed under disagreeable working conditions; exposure to any or all of the above elements is probable, with several being present to the extent of being objectionable.
<input type="checkbox"/>	Work is continuously performed under extremely disagreeable working conditions; exposure to many objectionable elements is both continuous and intensive.

8. ATTENDANCE - Compliance with general company standards is acceptable.

9. SAFETY - Compliance with general company standards is acceptable.

10. FLSA STATUS - Hourly Non-Exempt

11. SIGNATURES & DATES -

<i>Employee Signature</i> <i>Date:</i>	<i>Supervisor Signature</i> <i>Date:</i>