

2019 OUTDOOR RETAIL

SALES ASSOCIATE

BAR HARBOR

Acadia Mountain Guides / Alpenglow is searching for a dynamic and detail-oriented Retail Associate that loves to sell and constantly seeks to improve themselves and their environment. The right individual will approach the position with an entrepreneurial attitude. Qualified candidates must be highly self-motivated and directed, as the position allows for a great degree of autonomy and direct control over many aspects of company operations.   
   
With a small core staff, the Sales Associate’s personal sales and operational performance are central to achieving the company's sales and profit objectives. The position involves retail sales, internet sales and climbing school reservations.

General Responsibilities

* Promotes the vision and mission of the corporation.
* Primary responsibility is customer interaction and sales in a retail store and guide service reservation office. Assist in marketing of the retail store and climbing school.
* Represents Alpenglow Adventure Sports and Acadia Mountain Guides to the general public with superior service.
* Make use of evolving technologies to improve company performance.
* Prevent and eliminate waste, redundancy, and clutter.
* Ensure we “walk our talk” and be environmentally responsible by recycling, conserving water, electricity, composting, leading cleanups, and carpooling.

Specific Responsibilities

* Greet all customers promptly and courteously as they enter the store.
* Provide sales coverage. Operate customer service and checkout counter. Answers phone and email, processes in store sales, internet and phone mail orders, processes climbing school reservations, send customer confirmations, enters client data.
* Sell climbing gear, backpacks, tents, sleeping bags, footwear, outdoor other related goods.
* Sell instructional climbing, guided climbing, summer climbing camps as well as expeditions and professional training.
* Ships on-line orders
* Protect company assets through awareness of loss prevention.
* Responds to client inquiries and processes reservations.
* Organizes and cleans retail sales floor, prepares merchandising displays, creates labels.
* Check stock daily and restock when necessary to ensure that all products are available for customers.
* Perform merchandising duties: folding, hanging, and displaying product according to retail merchandising standards.
* Operates POS system and cash register
* Monitors and maintains familiarity with all written, published and website materials.
* Maintain fresh appearance and cleanliness of store and organizes merchandise displays.
* Stocks forms and brochures (special orders, shop evaluations, gift certificates, consignment, guiding forms, etc. in store as well as distribute brochures locally.
* Acts on additional directives from managers.

**Location / Availability**

Part time positions available with up to 40 hrs in Bar Harbor. Timeframe: May- October 2019 or availability within these dates.

**Qualifications**

Requires excellent people skills, solid organizational skills, and an ability to work independently without a supervisor present. A knowledge of outdoor activities, particularly rock and ice climbing, and outdoor equipment or a willingness to rapidly learn is required. Knowledge of local climbing, hiking and paddling helpful. The characteristics we seek are:

* Superior organizational, memory and attention to detail skills.
* Solid outdoor product knowledge and retail experience that is customer service-oriented and sales driven.
* Enjoys and is able to work independently and without regular supervision.
* Ability to communicate effectively and appropriately with various audiences.
* Performance demonstrating on the job initiative and innovation. Enjoy solving small problems.
* Productive work methods and sound judgment while multi-tasking.
* Ability to work flexible hours
* Comfortable with operating computer system to include point of sale system, MS Word, Excel, and Internet.

**Physical Requirements**

* Ability to stand/walk for extended periods of time, necessary to provide sales floor coverage related to customer service and loss prevention.
* Ability to reach overhead, bend, squat, kneel, and carry product, necessary for customer service, inventory re-stock, and store merchandising.
* Ability to walk up and down staircase, carrying boxes, product, and other necessary store related items.
* Ability to perform store maintenance items: sweep, vacuum, empty trash, clean.
* Ability to safely lift boxes up to 55 lbs.
* Comfortable climbing ladders.

**Benefits:**

Wage range: $12.00- $14.00/ hour plus access to pro-purchase and course discounts.