

FOUNDRY FAMILY SALES ASSISTANT

As a sales assistant at The Foundry Home Goods you are tasked with managing day-to-day sales, client engagement and the presentation & atmosphere of the shop. Your goal is to tend a happy, healthy shop, boosting sales by sending clients home with objects they truly love and a pleasantly memorable shopping experience.

RESPONSIBILITIES

- Completing Opening + Closing procedures and checklists
- Greeting and chatting with clients
- Capturing pertinent client information; names, email, client info and tidbits, dog's name, kids, likes or dislikes.
- Assisting clients with purchases, product questions, gifts, samples.
- Taking client requests for product notification and alerting a senior sales staff when custom orders need follow up
- Keeping the shop floor organized, clean and tidy
- Maintaining a tidy and organized work space
- Managing product and supply storage in the shop
- Keeping shared building spaces and outdoor spaces clean and tidy
- Maintaining terrific relationships with our neighbors and friends
- Handling client returns and exchanges with grace and empathy
- Assisting stylists with prop rentals and prop returns
- Answering client email inquiries and forwarding important emails and phone calls to senior staff
- Keep an eye on Ruby...

THE APPROACH

- Creating a welcoming, warm environment in the shop with attention to presentation, atmosphere and merchandising
- Staying client-focused
 - Developing personal relationships with clients
 - Asking questions and listening to connect with clients personally
 - Capturing client information in our POS software
 - Communicating with fellow staff regarding clients leads and orders
- Taking initiative to research and develop product knowledge
- Prioritizing task lists and staying motivated throughout your shift
- Clearly communicate with fellow foundry staff
- Approaching projects creatively and collaboratively
- Being aware and conscious of supply costs and budgets, utilizing supplies in a smart, efficient way.
 - Avoiding wear and tear on products from reckless merching, storage, or wasteful practices
 - Being smart and efficient about when to use recycled vs high-cost gift wrapping materials
- Starting your shift mentally and physically prepared (get your beauty rest, have your morning coffee, come clean + presentable, ready to tackle the day!)