



## Job Description: Sales Associate

JOB TITLE: Sales Associate

SCHEDULE: Full-time/Part Time

COMPENSATION: \$15-\$17/hour

### ABOUT ORO

Onion River Outdoors is a community-minded outdoor gear and apparel shop in Montpelier, Vermont. We are Central Vermont's outdoor recreation experts, an eclectic and fun group of active, outdoor-loving folks seeking healthier, happier, and more eco-friendly ways to live our lives by using the gear we sell as often as we can. In addition to sales and service, our shop provides events, clinics, and community-gatherings that encourage and celebrate outdoor activities.

### CULTURE

We work hard and have fun. We bring energy and honest effort into everything we do. We try, use, and buy the products we sell. At ORO, all employees are accountable to each other, to a successful business, and to a healthy work environment. We respect each other as equals, learn from our mistakes, and help each other to do better together. We recognize that our shop's success is tied to the well-being of our Green Mountain landscape and our Central Vermont community. Our primary focus is to provide honest and excellent customer service by always putting the customer first. We do not just sell stuff to our customers, we provide the means to a healthy, positive lifestyle. We open doors to the outdoors by supporting community members in their outdoor pursuits. We believe that when consumers support local business and local business supports the community, we all win.

### ESSENTIAL JOB FUNCTIONS

- Customer Service: Provide effective on-floor leadership that delivers outstanding customer service and a healthy retail environment.
- Product knowledge: Knowledgeable about the products ORO sells and participates in on-going sales and product training.
- Teamwork: Remain flexible and be willing to pitch in and step up to address needs or opportunities that arise within and beyond your department or job description.

## COLLABORATION

- The Floor Sales Associate position reports directly to the ORO Floor Manager.
- The Floor Sales Associate provides direct customer services, works closely with the Floor Manager and all ORO staff to execute policies and procedures related to activities on the floor.

## JOB RESPONSIBILITIES

### *Customer Service*

- Greeting customers, responding to customers, improving engagement with merchandise, and providing outstanding customer service.
- Operate the point of sale, manage financial transactions and balance drawers
- Build relationships with our customers and become known in the area as the 'go-to person' for outdoor gear advice.
- Ensure that every action (from greeting to checkout) is taken with the customer foremost in mind.
- Identify current and future customer needs by establishing rapport with potential and actual customers and by remaining knowledgeable about the latest trends in outdoor gear.
- Superior product knowledge
- Maintaining an orderly appearance through the sales floor
- Introducing promotions and opportunities to customers
- Cross-selling products to increase purchase amounts
- Maintain the stability and reputation of the store by complying with legal requirements.
- Handle unusual and unexpected circumstances with creative solutions and grace.

### *Teamwork*

- Remain flexible and be willing to pitch-in to address needs or opportunities that arise within and beyond your department or job description.
- Demonstrate knowledge in driving sales and profitability by achieving or exceeding all established store and individual goals.
- Maintain excellent communication with other staff members.

## QUALIFICATIONS

### *Physical Requirements*

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

- Proficiently use computer-based Point of Sale and inventory systems to place orders, assist customers, and run reports. (We will train to our p.o.s. system.)
- Ability to unload and unpack orders, and to assist the buyers with product displays.
- Occasional off-site travel.

#### *Required*

- Active user of outdoor gear as a hiker, biker, runner, or other shop-related activity.
- High School Student, graduate or College graduate
- Positive, customer-first attitude.
- Excellent verbal and written communications skills.
- Ability to work effectively with others in a team-oriented environment.
- Ability to work a flexible schedule including nights and weekends.
- Ability to effectively communicate with individuals and groups, demonstrate integrity and respect, and establish authority through credibility and knowledge.
- Ability to manage stress, multi-task, think creatively, prioritize, and manage time effectively.

#### *Preferred*

- 2+ years of outdoor retail customer service
- Familiarity with point-of-sale computer systems and inventory control software.
- Experience as a floor sales associate in retail
- Preference will be given to candidates who engage in outdoor activities and can speak from experience about the brands we sell.
- A background in outdoor sports & recreation retail.

#### COMPENSATION AND BENEFITS

- Starting pay \$15-\$17/hour depending on experience.
- Industry benefits such as employee pricing on gear
- Paid sick and vacation time for full-time employees