



Peak-A-Boo Toys USA

Sales Associate Profile

- Offers the highest customer service to our customers
- Drives sales through upselling, product knowledge, customer service
- Assists with online store and coordinates and assists with shipping efforts
- Ensures that all contacts with customer (e-mail, walk-In center, SMS or phone) provides the client with a personalized customer service experience of the highest level
- Through interaction with customers on the phone, uses every opportunity to build client's interest in the company's products and services
- Stocking and merchandising functions
- Manages administrative duties assigned by the Store Manager in an effective and timely manner
- Consistently stays abreast of any new information on products, promotional campaigns etc. to ensure accurate and helpful information is supplied to our customers when they make enquiries
- Finds out the customer's needs, recommend, selects and help locate the right merchandise, describe a product's features and benefits.
- Makes suggestions and encourage purchase of products
- Provides information about warranties, manufacturing specifications, care and maintenance of merchandise and delivery options
- Assists with conducting physical inventories as needed
- Bags or packages purchases and gift wrap merchandise
- Assists with receiving and labeling / pricing items
- Assists with cleaning around store so store conditions are optimal and store retailing is clean

Sales Associate Position Skills and Qualifications:

Customer Focus, Merchandising, Stocking, Pricing, Vendor Relationships, Receiving Deliveries, Product and Market Knowledge, Results Driven, E-Commerce, Customer Relationships, Verbal Communication

Signed: _____

Date: _____