

Job Description

Job Title: Retail Sales Associate

Reports To: Retail Manager

Summary: To provide quality customer service through efficient and timely customer assistance by performing the following duties.

Business: Santa Cruz Koi is Monterey Bay's new one-stop destination for professional pond solutions. We are in the business of making koi ponds less stressful for koi owners. Stocking koi pond equipment, parts, koi food and treatments, we have the solution for any pond problem you may be having. Our professional staff, led by our certified aquatic veterinarian, will guide our customers to the correct parts or products quickly and easily. For more information, please see our Facebook page. <https://www.facebook.com/Santa-Cruz-Koi-413332045499387/?fref=ts>

Duties and Responsibilities include the following. Other duties may be assigned.

1. Provides quality customer service to include assistance with purchases, suggestive selling and providing product information.
2. Builds and maintains an understanding of the stores products and price information to assist with customer purchases.
3. Receives payments from customers, operate cash register and credit card machine and returns appropriate change as needed.
4. Unloads deliveries to include lifting and carrying boxes and stocking in appropriate areas.
5. Maintains a neat and orderly store at all times to include dusting and mopping.
6. Prepares product displays as requested.
7. Reports any theft or suspected theft by customers or employees to management immediately.
8. Performs other related duties as assigned.
9. Assist with in-house procedures after receiving proper training.
10. Must be able and willing to work Saturdays.

Skills:

Oral Communication Skills

Written Communication Skills

Reading Skills

Customer Service

Customer Relations

Professionalism

Math Aptitude

Currency Aptitude

Time Management

Ability to lift up to 25 pounds

Education/Experience:

High School Diploma or Equivalent. Prior sales experience helpful.

To apply: Please send resume and cover letter to drjsanders@santacruzko.com