

Position Title	Retail Associate
Position Code	10006119
Status	A
Job Code	8703
Job Title	Retail Associate
Department Code	42330
Department Title	Retail
Company Code	200
Reports To	Assistant Retail Mgr
Full or Part-Time	Part-Time
Regular or Temporary	Temporary
Key Position	N
Synopsis	<p>Under the direction of the Retail Management Team, the incumbent is responsible for providing outstanding Guest Service to all guests, internal as well as external. Must possess the ability to multitask proficiently while promoting the culture of Guest Service. Must possess the ability to build quality guest relationships that result in increased sales and repeat business. Must possess the ability to increase sales and strive to achieve daily/monthly/annual budgetary goals via knowledge, service and repeat sales/business. Must be able to assist with inventories to insure a complete and accurate count of merchandise. Must be professional, courteous, and have a friendly demeanor. Must be proficient in register transactions and have ability to adapt to new technology. Ability to speak, read, write, and understand English, required. Must possess a clear, pleasant speaking voice and ability to communicate effectively. Previous selling experience preferred. A minimum of 6 months money handling experience preferred. Must successfully complete a math test and writing sample.</p>
Summary	<p>Under the direction of the Retail Operations Management, the incumbent assists guests with inquiries and the selection of merchandise, processes transactions, stocks the retail outlet, protects company assets and maintains the appearance of the facility to standards, assuring positive guest relations at all times.</p>

Essential Duties and Responsibilities

Must adhere to the Mashantucket Pequot Tribe's Policies and Procedures.

Operates point of sale system and makes financial transactions of various tenders, accepts payment and makes change; packages guest purchases neatly and with care. Follows department standards to efficiently and accurately record guest purchases, assure removal of sensor tags, and processes returns and exchanges in accordance with the return policy; obtaining approval as required.

Balances the cash till and prepares deposits and conducts other monetary or control procedures as required for review by Income Audit.

Provides exceptional guest service and responds to guest inquiries concerning departmental and company offerings. Uses personal greetings as guests enter the store, answers guest inquiries regarding products and services and thanks the guest for their business as they complete their shopping. Develops rapport with the guest to discover their business as they complete their shopping. Develops rapport with the guest to discover their shopping purpose, assists guest with merchandise selections, uses suggestive selling to create multiple sales and offers substitutes to insure a sale.

Provides information on current fashions, helps guests locate merchandise within the store and property and answers questions regarding product and services.

Completes order sheets and obtains merchandise from the stockroom, stocks and cleans assigned outlet to standard. Assists with inventories to ensure a complete and accurate count of merchandise.

Assists in minimizing loss of company assets by providing superior guest services, keeping point of sale and back stock areas in order, observing merchandise going in and out of fitting rooms, insuring merchandise is sensor tagged prior to going on display and notifying a member of management of suspected or observed dishonest activity within the store.

Follow verbal and written instructions to assure that appropriate visual displays, merchandise and signage are set to specified standards.

Promotes positive public/employee relations at all times.

	<p>Maintains a clean, safe, hazard-free work environment within area of responsibility.</p> <p>Participates as a panel member on MPGE's Board of Review as needed.</p> <p>Performs all other related and compatible duties as assigned.</p>
Qualifications	<p>To perform this job successfully, an individual must be able to perform each essential duty and responsibility to standard. The requirements listed below are representative of the knowledge, skill, and/or ability required.</p> <p>Must possess the ability to speak effectively before groups of customers. Ability to speak, read, write and understand English required. Must possess a clear, pleasant speaking voice and good hearing to ensure effective communication.</p> <p>Must have the ability to use basic mathematical skills when processing merchandise payments and conducting stock inventories.</p> <p>Must be organized and possess the ability to handle multiple tasks simultaneously.</p> <p>Must possess a personable, customer service attitude along with an ability to handle multiple tasks simultaneously in a fast paced environment and possess ability to learn guest service techniques as required.</p> <p>Must successfully complete a math test and writing sample.</p>
Education and Experience	High School diploma or GED preferred.
Physical Demands	<p>The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.</p> <p>While performing the duties of this job, the employee is regularly required to stand and walk; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. Specific vision abilities required by this job include</p>

close, distance, color, and peripheral vision, and depth perception.

Position requires walking and standing 95% of the time and ability to bend, lift and carry merchandise up to 40 lbs.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.