



The Loveless Cafe, GP is seeking Sales Associates to fill PT and FT positions. Applicants must be available to work a flexible schedule, including nights, weekends and some holidays. Below are the listed requirements for this position:

#### Qualifications

- High school diploma required for FT positions, students may be considered for PT or seasonal positions
- 1+ years of guest service and sales experience is preferred
- Specialty store experience is preferred
- Must be able to lift 25 lbs and be in standing position for several hours
- Positive and enthusiastic attitude

Pay will start at \$10/hour. Excellent benefits available after probationary period.

Qualified candidates: Please submit your resume and a brief description of why you feel you should be selected for an interview.

The Loveless Cafe, GP is an equal-opportunity employer and is committed to hiring and maintaining a capable and committed workforce. EOE/M/F/D/V

## POSITION DESCRIPTION

**Title:** Retail Sales Associate

**Department:** Retail and Merchandising

**FLSA** \_\_\_\_\_

**Position Status:** X FT \_\_\_ X PT \_\_\_ XI C

**In the performance of their respective tasks and duties all employees are expected to conform to the following:**

- Perform quality work within deadlines with or without direct supervision.
- Interact professionally with other employees, customers and vendors.
- Work effectively as a team contributor on all assignments.
- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees.

### **Position purpose**

Take responsibility for achieving individual and team sales goals. Enhance each guest's experience by providing prompt, friendly, knowledgeable, and professional service that supports the Loveless' Mission Statement and Core Values.

### **Responsibilities/Duties/Functions/Tasks**

- Genuinely greet all guests with a friendly smile and personalized offer to help with their shopping needs.
- Assess the needs of guests by asking open-ended questions and provide the appropriate level of service and expertise using the answers to those questions.
- Recommend, select, and help locate or obtain merchandise based on guest needs and desires.
- Learn, reference, and apply product knowledge information obtained from various sources such as co-workers, seasonal buy strategy and visual documents, e-mail campaigns, E-commerce site, product labels, and Product Knowledge sessions.
- Be a strong ambassador of the Loveless by personally representing the season's new products and key items for the business.
- Maintain current knowledge of lovelesscafe.com, marketing programs, images, and media plans.
- Proactively seek opportunities to up sell and add-on additional merchandise, further enhancing the guest's shopping experience.
- Meet and exceed sales and service performance goals set by store management team members.
- Accurately and efficiently facilitate guest purchase and return transactions.

- Maintain proper cash handling and other accountabilities at POS while following all policies and procedures.
- Capture and/or verify guest contact information when appropriate.
- Maintain a clean and safe environment for team members and guests.
- Follow Retail Operations policies and procedures.
- Actively participate in all store-related meetings and trainings, and apply learned skills on the job.
- Be receptive to feedback and coaching.
- Participate in executing visual merchandising philosophies, cleaning and upkeep of physical store at the direction of store management. Assisting guests should always come first.
- Embrace, articulate, and reflect the Loveless Core Values.
- Demonstrate the Loveless Core Values in all business decisions and actions.
- Commit to maintain the culture through the evolution of the business.

### **Qualifications**

- 2 years guest service and sales experience preferred.
- Specialty Store experience preferred.
- High school diploma or GED required for a full time position. Students may be considered for part time or seasonal positions.
- Positive and enthusiastic attitude.

### **Special Position Requirements**

Strong sales and service skills, strong interpersonal skills, verbal communication skills, listening skills, ability to multi-task, time management skills, organization skills, basic math skills, cash handling/transaction skills, and ability to set and achieve goals.

### **Preferences**

Full-time dedication preferred.

### **Work Requirements**

Must be willing to work in flexible office situations. Must be able to lift 25 lbs.