



## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	<b>Retail Sales Associate</b>
<b>DEPARTMENT:</b>	Retail
<b>CLASSIFICATION:</b>	FT/PT; Non-Exempt; Hourly
<b>POSITION REPORTS TO:</b>	Retail Sales Store Asst Manager; Retail Sales Store Manager
<b>POSITION SUPERVISES:</b>	N/A
<b>APPROVAL:</b>	GC

## OVERVIEW

We expect and encourage our employees to make positive contributions to the Lake Champlain Chocolates' culture by aligning personal behaviors with the company's vision, mission and core values.

As such, the position holder is expected to consistently AMAZE our customers, VALUE and encourage team member excellence and well-being; CARE for our community and environment; and GROW through innovative leadership, planning and execution. We respect individual initiative and creativity, demand attention to detail, and strive for the highest measures of quality in all that we do. It is through dedication to this vision that Lake Champlain Chocolates can become the gold standard of gourmet chocolate.

## POSITION SUMMARY

Provides sales and cashier service to Retail store. Ensures that customers receive great service and quality goods while promoting the LCC brand.

## ESSENTIAL FUNCTIONS AND BASIC DUTIES

1. Upholds company policies, standards and philosophy.
2. Assists the Retail Sales Assistant Store Manager and Retail Sales Store Manager in implementing policies and procedures for the store.
3. Maintains a safe work environment.
4. Ensures that each customer receives outstanding service by providing a friendly environment, which includes greeting and acknowledging every customer, maintaining solid product knowledge and all other aspects of customer service.
5. Maintains an awareness of all promotions and advertisements.
6. Assists in floor moves, merchandising, display maintenance, and housekeeping
7. Assists in processing and replenishing merchandise and monitoring floor stock.
8. Is flexible and available to work during the busiest times of the year.
9. Aids customers in locating merchandise.
10. Communicates customer requests to management.
11. Participates in month-end inventory and cycle counts.
12. Assists in ringing up sales at registers and/or bagging merchandise and product refunds/ returns.
13. Any other tasks as assigned from time to time by any manager.
14. Performs daily cash analysis report.
15. Assists with Factory Tours
16. Assists with Café responsibilities.

## PERFORMANCE MEASUREMENTS

1. Follows established procedures and policies.
2. Superior performance in customer service, communication, and building the LCC brand identity.

## QUALIFICATIONS

<b>EDUCATION/CERTIFICATION:</b>	High School graduate or equivalent.
<b>KNOWLEDGE REQUIRED:</b>	Food background and/or previous cashier experience preferred.
<b>EXPERIENCE REQUIRED:</b>	Some retail experience, preferred.
<b>KEY SKILLS AND ABILITIES:</b>	<p>Must be able to become familiar with and follow the policies and procedures of the company as well as the employee handbook.</p> <p>Enthusiastic and pleasant personality.</p> <p>Honest with high degree of integrity.</p> <p>Exhibit a positive attitude.</p> <p>Ability to give, receive and act on feedback.</p> <p>Ability to assist and support others.</p> <p>Responsive and relates well to supervisor/manager.</p> <p>Well-organized, accurate and strong attention to detail.</p> <p>Remains calm and composed under pressure.</p> <p>Dedicated to delivering quality.</p> <p>Able to work well with others; build and maintain positive employee relations; team player.</p> <p>Respectful, courteous, and professional manner.</p> <p>Ability to multi-task and prioritize.</p> <p>Integrity with ability to maintain information confidentiality, use discretion and tact.</p> <p>Solid interpersonal, public relations and customer service skills.</p> <p>Excellent oral and written communication abilities.</p> <p>Independent and self-directed.</p> <p>Ability to compromise, persuade and negotiate.</p> <p>Posses excellent human management skills; decisive and always set a good example.</p> <p>Results oriented. Strives for continuous improvements.</p> <p>Strong time management skills.</p> <p>Ability to effectively deal with customers on the telephone, in-person, and via e-mail.</p>

## PHYSICAL ACTIVITIES AND REQUIREMENTS

<b>DEXTERITY:</b>	Use primarily just the fingers to make small movements such as typing, picking up small objects, or pinching fingers together.
<b>SPEECH:</b>	<p>Must be fluent in English.</p> <p>Ability to convey and/or follow detailed or important instructions or ideas accurately, loudly, or quickly.</p>
<b>HEARING:</b>	Able to hear and comprehend average or normal conversations and receive ordinary information.
<b>REPETITIVE MOTIONS:</b>	<p>Able to frequently and regularly perform movements using the wrists, hands and/or fingers.</p> <p>Required to stand and/or walk for prolonged periods of time.</p>

<b>VISUAL ABILITY:</b>	Average, ordinary visual acuity necessary to prepare or inspect documents or products, or operate machinery.
<b>PHYSICAL STRENGTH:</b>	Medium work; exerts up to 50 lbs. of force occasionally, and/or up to 20-30 lbs. frequently, and 10 lbs. constantly.

## WORKING CONDITIONS

<b>ENVIRONMENT:</b>	Retail environment.
<b>TEMPERATURE:</b>	Subject to moderately cool air conditioned controlled environment.
<b>SCHEDULE:</b>	May include occasional night and/or weekend hours. May include extended hours during peak seasons. Subject to flexible and additional hours.
<b>INTERACTION:</b>	Extensive public contact.

## MENTAL ACTIVITY AND REQUIREMENTS

<b>REASONING ABILITY:</b>	Ability to deal with a variety of variables under only <u>limited standardization</u> . Ability to <u>interpret</u> various instructions.
<b>MATHEMATICS ABILITY:</b>	Ability to compute discount, interest, profit, and loss; commission markup and selling price; ratio and proportion and percentage. Ability to draw and interpret graphs.
<b>LANGUAGE ABILITY:</b>	Ability to read a variety of books, magazines, instruction manuals, atlases, and encyclopedias. Ability to prepare memos, reports, and essays using proper punctuation, spelling and grammar. Ability to communicate directly and distinctly with appropriate pauses and emphasis; correct punctuation (or sign equivalent), and variation in word order; using present, perfect, and future tenses.

## INTENT AND FUNCTION OF POSITION DESCRIPTION

*Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.*

*All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*

*In accordance with the American with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.*

*Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.*

