



PO BOX 220 • 231 COURT STREET • LACONIA, NH 03247
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JOB DESCRIPTION

Position Title: Retail Sales Associate
Revised August 2018

Department/Location: Willow Hill Food & Beverage

Reports to: Supervisor and/or Store Manager

Status: Non-Exempt

Summary:

Ensure that each customer receives outstanding customer service by providing a customer-friendly environment which includes greeting, assisting, and thanking every customer; maintaining outstanding standards; solid product knowledge; and all other components of customer service.

Essential Duties / Responsibilities:

- Maintain an awareness of all products, merchandise promotions, and advertisements
- Complete all sales transactions accurately and efficiently; maintain proper cash and other accountabilities at POS registers. Keep accurate record of all transactions
- Perform shift start and end procedure, and reconcile all paperwork
- Assist with merchandising, price marking of products, replenishment of merchandise, and setup of displays as directed
- Prepare inventory of stock, and order inventory as directed
- Provide assistance with store housekeeping, maintenance and other tasks as assigned
- Communicate customer requests to management
- Adhere to all company policies, procedures, and practices including pricing, loss prevention, and safety
- Arrive at work on time to ensure that the store is open and/or to relieve the person from the previous shift

Qualifications / Demonstrable skills:

- Ability to process information and merchandise through computer system and POS register system
- Ability to communicate effectively with customers, co-workers, and management
- Ability to read, count, and write to complete all transactions and documentation accurately
- Ability to operate all equipment necessary to perform job requirements
- Ability to work varied hours as business dictates, to include day, night, and/or weekends
- Ability to adhere to established dress code, to include wearing required uniform and badge
- Ability to make decisions necessary to ensure compliance with established policies
- Ability to work with a minimum of supervision

Education / Experience:

High School diploma or GED preferred
Previous retail management experience

OR

Any equivalent combination of experience and training that provides the required knowledge, skills, and abilities.

Stafford Companies Mission Statement:

To provide our customers with quality products at a fair price; to provide service in a manner that respects all customers; to treat our customers and employees with consideration; to care for the environment and support the community in which we live.

Essential Physical Requirements Retail Sales Associate / Cashier

Work Schedule:

Number of Hours per Day:

7-8

Number of Hours per Week:

35-40

Job Requires:

Maximum Lifting/Carrying of:

50 lbs Case of Soda

40 lbs Grocery Items

Frequent Lifting/Carrying of:

Approximate Ground to Overhead Maximum:

Repetitive Motion:

Required Repetitive Motion? (Check all that apply)				
	Wrist	Elbow	Shoulder	Ankle
Right	✓	✓	✓	✓
Left	✓	✓	✓	✓

JOB REQUIRES:

Amt of Time Spent:

	Continuous 100%-67%	Frequent 66%-34%	Occasional 33%-1%
Bending		✓	
Kneeling		✓	
Squatting			✓
Climbing			✓
Standing	✓		
Walking			✓
Sitting			✓
Reaching		✓	
Driving			✓
Fine Motor Skills		✓	
Lifting/Carrying		✓	
Twisting		✓	
Writing/Data Entry			✓