HReade

https://hreade.com/jobs/sales-associate/

Sales Associate

Description
JOB SUMMARY

Manages sales and marketing of the company's products. Responsible for preparing invoices and processing customers' orders. Responds to customers' inquiries about company products and provides information on available products. Develops marketing strategies to push products. Executes transactions and manages company merchandise inventory.

ESSENTIAL JOB FUNCTIONS

- Invoices and processes customers' sales orders.
- Drives sales through engagement of customers, suggestive selling and sharing product knowledge.
- Responds to customer enquiries relating to company's merchandise.
- Stocks, organizes, and takes inventory of merchandise.
- Assists customers in making purchase decisions.
- Maintains high-product knowledge and upsells company's products to customers.
- Establishes, develops and maintains positive business and customer relationships.
- Pushes the company's products by creating strategic marketing schemes.
- Manages the company's e-mail marketing.
- Meets agreed sales targets and outcomes within specified period.
- Prospects and identifies potential customers through various channels such as social media requests, email marketing amongst others.
- Utilizes customer database in sending out promotions and new product information to customers.
- Updates customers about special events such as sales, in-store events, and new products.
- Resolve order-related issues, discrepancies, and inquiries in a timely and professional manner, escalating complex issues to the appropriate channel as needed.
- Maintains accurate records of sales and provides periodic sales report to management for decision-making.
- Keeps abreast of market trends, competitor activities, and industry

developments.

- Identifies new sales opportunities through research, industry events, and customer referrals.

- Adheres to company policies, procedures, and quality standards to ensure compliance and consistency in sales and order processing operations.
- Assists with creating content for company's social media accounts.

TECHNICAL REQUIREMENTS

- Proficiency in the use of Microsoft office tools.

- Proficiency in the use of CRM software.

- Technology savvy.

Responsibilities
KNOWLEDGE REQUIREMENT

Knowledge of sales process and negotiation techniques.

WORK EXPERIENCE

1 – 3 years of experience as a Retail Associate.

SKILLS REQUIRED

- Entrepreneurial and commercial thinking

- Presenting and communicating information

- Persuading and influencing

- Relating and networking

- Delivering results and meeting customer expectations

- Analyzing

- Deciding and initiating action

- Learning and Researching
- Writing and reporting