Tanoa USA, LLC

Job Title: Sales Associate

FLSA Status: Non-exempt
Department:

Job Summary

To provide excellent customer service and support daily store operations. This role involves assisting customers with product selection, maintaining store presentation, processing transactions, and contributing to sales goals while delivering a positive brand experience.

Essential Duties

- Welcome customers and identify their needs to provide a positive and personalized shopping experience.
- Maintain knowledge of current sales and promotions and policies regarding payment and exchanges.
- Recommend, select, and help locate merchandise based on customer needs and desires.
- Share product knowledge with ease, helping customers understand fit, styling, and how to care for each piece.
- Restock and organize merchandise while maintaining visual presentation standards that reflect the Tanoa brand.
- Manage point-of-sale transactions, ensuring accuracy and a high standard of customer service.
- Open and close cash registers, performing tasks such as counting money, separating charge slips, coupons, and vouchers.

Secondary Duties

- Watch for and recognize security risks and thefts, and know how to prevent or handle these situations.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Language Skills

- Clear and professional verbal communication with customers and team members
- Ability to engage customers in a friendly and approachable manner
- Ability to explain products, features, and promotions effectively
- Strong active listening skills to understand customer needs
- Professional and positive tone and demeanor at all times