

# EXCHANGE™

ARMY & AIR FORCE EXCHANGE SERVICE

<b>Title:</b>	<b>SALES ASSOCIATE (NON-SPEC)</b>			<b>Job Code:</b>	<b>5182L02-08</b>
<b>Effective:</b>	<b>15 NOV 2008</b>		<b>Job Series:</b>		<b>Commission:</b> <b>NO</b>
<b>Security Requirement(s):</b>			<b>Appendix:</b>		<b>Third Shift:</b> <b>NO</b>
			<b>Work Load:</b>	<b>S</b>	<b>Grade:</b> <b>BR-2</b>
<b>US Job Title:</b>			<b>476</b>	<b>German Tariff:</b>	
<b>LN Supervisor:</b>	<b>NO</b>	<b>LN Manager :</b>	<b>NO</b>	<b>Over Time:</b>	<b>NO</b>
				<b>US Job Code:</b>	
				<b>Last Modified:</b>	<b>17 OCT 2019</b>

## Summary of Responsibilities

RESPONSIBLE FOR DRIVING THE CUSTOMER EXPERIENCE THROUGH PROACTIVE AND CUSTOMER FOCUSED BEHAVIORS AND ACTIONS. ACTIVELY EVALUATES CUSTOMERS NEEDS BY LISTENING, PROVIDING SOLUTIONS AND MAKING RECOMMENDATIONS TO MAXIMIZE CUSTOMER SATISFACTION AND EXCHANGE BRAND LOYALTY.

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 JOB LOCATION: EUROPE, UNITED KINGDOM, RETAIL OPERATIONS  
 JOB NUMBER: 333

STAFFING NOTE: THIS POSITION IS FOR USE IN NON-SPECIALIZED DEPARTMENTS AND CENTRAL CHECKOUT IN BOTH MAIN STORES AND BRANCHES ONLY.

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- OPERATES A CASH REGISTER OR OTHER SALES RELATED EQUIPMENT TO ENTER NEW ACCOUNTS, CONDUCT SALES, REFUNDS OR SIMILAR TRANSACTIONS. VERIFIES AND ACCEPTS MULTIPLE TENDERS FOR PAYMENT AND MAKES CHANGE WITH ACCURACY AND ZERO VARIANCE TOLERANCE.
  - PROVIDES ASSISTANCE TO CUSTOMERS WITH COMPLETING PRICE CHANGES, SPECIAL ORDERS, ONLINE ORDERS AND RAIN CHECKS.
  - PROVIDES HIGH LEVEL OF CUSTOMER SATISFACTION THROUGH EXCELLENT SERVICE. GREETES EACH CUSTOMER UPON CONTACT AND/OR LINE OF SIGHT, ASSESSES THEIR NEEDS, SUGGESTS ALTERNATIVE OPTIONS AND PROVIDES RESOLUTION. KEEPS THEIR NEEDS FOREMOST AND CREATES A WELCOMING ENVIRONMENT, ACTIVELY ENGAGES AND BUILDS TRUST RELATIONSHIP WITH THE CUSTOMER IN ORDER TO DELIVER A PERSONALIZED SHOPPING EXPERIENCE.
  - PROVIDES PRODUCT KNOWLEDGE THROUGH SALES SKILLS TO SERVE THE CUSTOMER IN NON-SPECIALIZED SALES AREAS, UTILIZES AND ADHERES TO MERCHANDISE PRESENTATION STANDARDS INCLUDING BUT NOT LIMITED TO ARRANGING SPACE ON SALES FLOOR, SETTING UP PROMOTIONAL FIXTURES, DISPLAYING PROMOTIONAL MERCHANDISE SIGNING, SIZING, CLEARANCE AND CLEANLINESS OF THE AREA ASSIGNED.
  - ACTIVELY COMMUNICATES/PROMOTES THE BENEFITS OF THE BRANDED CREDIT CARD, EXCHANGE PROTECTION PLAN AND OTHER CORPORATE PROGRAMS TO CUSTOMERS TO DRIVE SALES GROWTH AND INCREASE CUSTOMER BRAND LOYALTY.
  - ASSURES COMPLIANCE WITH FIRE, SAFETY, SANITATION AND SECURITY REGULATIONS, AS WELL AS ENSURING THE SECURITY OF FIXED ASSETS, CASH AND INVENTORY. PRACTICES LOSS PREVENTION PROCEDURES AND ALERTS SECURITY AND MANAGEMENT OF POTENTIAL PROBLEMS THAT MAY INVOLVE FRAUD, WASTE AND ABUSE.

PERFORMS OTHER RELATED DUTIES AS ASSIGNED.

- PHYSICAL EFFORT:  
N/A
- SUPERVISORY CONTROL:  
N/A
- WORKING CONDITIONS:  
N/A

## Qualification Requirements

COMPLETION OF HIGH SCHOOL OR THE EQUIVALENT. RETAIL EXPERIENCE, DEMONSTRATED WILLINGNESS AND POTENTIAL FOR ADDITIONAL RESPONSIBILITY.

Employee's Acknowledgment: I understand the nature and scope of my official responsibilities. Receipt of a copy of the Job Description is acknowledged.

<b>EMPLOYEE SIGNATURE:</b>		<b>DATE:</b>	
<b>SUPERVISOR SIGNATURE:</b>		<b>DATE:</b>	