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| **Mock Property Services, Inc.** | | | |  |  |  |  |  |  |  |
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|  |  |  |  |  |  |  |  |  |  |  |
| Job Title: | | Retail Associate | |  |  |  |  | Type of Position: | | Hourly |
| Department: | | Retail Store | |  |  |  |  |  |  |  |
| Reports to: | |  | |  |  |  |  |  |  |  |
|  | DUTIES AND RESPONSIBILTIES | | | |  |  |  |  |  |  |
| 1.) Be customer service oriented, meet and greet with a smile | | | | | | |  |  |  |  |
| 2.) Identify needs/wants of each customer | | | | |  |  |  |  |  |  |
| 3.) Make recommendations based on their "pain" or grand idea | | | | | | |  |  |  |  |
| 4.) Describe product features and benefits | | | | |  |  |  |  |  |  |
| 5.) Arrange, display, suggest and demonstrate the use and operation of a product when necessary | | | | | | | | | |  |
| 6.) Provide financing option of Synchrony Financial | | | | | |  |  |  |  |  |
| 7.) Receive and process cash, check and credit card payments | | | | | | |  |  |  |  |
| 8.) Provide change and receipts | | | |  |  |  |  |  |  |  |
| 9.) Count and balance cash drawer and prepare deposit | | | | | |  |  |  |  |  |
| 10.) Organize and process merchandise returns/exchanges according to our return policy | | | | | | | | | |  |
| 11.) Stay current with sales and promotions | | | | |  |  |  |  |  |  |
| 12.) Keep store neat, clean and organized | | | | |  |  |  |  |  |  |
| 13.) Assist with classes/seminars held for customers | | | | | |  |  |  |  |  |
| 14.) Be willing and prepared to work in variable weather | | | | | |  |  |  |  |  |
| 15.) Be comfortable with handling plants and fish | | | | | |  |  |  |  |  |
| 16.) Knowledge of customer service principals/process | | | | | |  |  |  |  |  |
| 17.) Some experience in retail, customer service or sales environment preferred, but not required | | | | | | | | | |  |
| 18.) Honesty, integrity, punctuality and good work ethic are a must | | | | | | |  |  |  |  |
| 19.) Valid driver's license, insurable, negative drug test | | | | | |  |  |  |  |  |