



Runners Roost
COLORADO

Sales Associate

Position Summary

In this role, you will engage and connect with our customers by providing excellent customer service. You will be the expert in all products we carry and use that knowledge to guide, educate, and provide solutions to equip our customers. In addition, you will inform our customers about internal and external store events and promotions and be proficient in all operational processes and procedures. You will exemplify our brand mission to inspire and equip Colorado to enjoy the run

Key Responsibilities

- Ensure high levels of customer satisfaction through excellent sales service
- All sales associates are expected to become experts in the company's selling behaviors and utilize these behaviors on the sales floor to provide the best-in-class customer experience
- Acknowledge and assess customers' needs and provides assistance and information on product features; locate merchandise quickly, accurately and effectively in various ways
- Support sales floor, fit area, point of sale, dressing room and back of house processes
- Maintain in-stock and a presentable condition to all store areas
- Remain knowledgeable on products offered
- Cross sell and be the expert in the variety of products carried in store
- Team up with co-workers to ensure proper customer service

Qualifications

- Basic understanding of sales principles and customer service practices
- Solution oriented with a mindset towards improvement and is always open to learning and feedback and takes action when required
- Working knowledge of customer and market dynamics and requirements
- Good communicator with the ability to use technology and point of sale effectively and engage with customers and team to meet store goals
- Ability to perform under pressure and address complaints in a timely manner
- Ability to learn and gain procedural knowledge with training
- Availability to work flexible shifts, weekends, nights
- Passionate about health, fitness and running