



RETAIL SALES ASSOCIATE JOB DESCRIPTION

Job Title:	Retail Sales Associate		
FLSA Status:	Non-Exempt	Job Category:	Year Round
Reports To:	CEO	Supervises:	-
Pay Scale:	DOE		
Work Location:	Retail Store – Moscow or Lewiston		
Expected Schedule:	Part Time. A minimum of 2 Evenings (3:30-close) & Saturdays 9:30-6:30		

WHO WE ARE

Ampersand’s retail store is where people come to find culinary inspiration! We are the leader in premium quality foods including oils, vinegars, herbs & spices, sauces, pasta, and more. We aim to give customers an “experience” within our store, offering interactive customer service, sampling, and custom gift wrapping.

WHO YOU ARE

You are customer oriented, always aiming to make others 100% satisfied while holding yourself in a professional yet fun demeanor. You want to be part of a team, love working hard in a fast paced environment, and have a general positive outlook on life. You are willing to roll your sleeves up and take on additional tasks when needed. You never sit still waiting for someone to tell you what to do next, instead noticing needs and working to continually improve. You are a rock-star and your customers and co-workers will adore you because of it!

POSITION SUMMARY

Ampersand’s retail associates are the face of our company and the first impression customers have upon entering the store. Your core job responsibility is helping customers through their culinary journey by providing an experience that is beyond expectations. Along with helping customers, your roll is dynamic within the store and you will be responsible for completing a number of additional tasks to help the general flow and function of business (see below). You will also be responsible for helping with cooking classes by assisting the chef, setup and cleanup, and waiting on guests during classes.

ESSENTIAL JOB FUNCTIONS, RESPONSIBILITIES & DUTIES

WITH GUESTS:

- Treating guests with professional yet fun and encouraging demeanor.
- Satisfy guests beyond expectations.
- Actively engage guests in conversations in order to determine needs and give them the best overall experience
- Guiding guests through their tasting experience, making suggestions, and helping them find products they will love.
- Operating the point of sale (pos) computer system at a fast-steady pace, handling cash, and other forms of payment.
- Enthusiastically answering the phone and satisfying the requests of the person on the other line.
- Suggesting gift arrangements and completing the experience by gift wrapping the items

GENERAL DUTIES:

- Work as a team to accomplish company goals
- Maintaining a clean, organized store through regular maintenance, general cleaning, and merchandising.
- Unpacking orders, tagging, and stocking products.
- All other duties and responsibilities as assigned.
- Performing opening, closing, and operating duties such as preparing daily sample stations, restocking, cleaning floors, dusting shelves, washing dishes, etc.
- Washing and sanitizing returned dirty bottles for reuse

COOKING CLASS DUTIES:

- Working closely with Chefs to prepare for a successful cooking class.
- Help guests find their inspiration by teaching them about our products.
- Wait on guests by serving food, clearing plates, filling waters, etc.
- General setup & cleanup for a successful class.

EXPERIENCE REQUIREMENTS

- None necessary

REQUIRED SKILLS & COMPETENCIES

- Physical Skills – ability to stand for long periods of time, lift and carry items up to 50 lbs.
- Computer skills – proficient in using Microsoft Office programs, typing, POS systems
- Organization skills – maintaining tasks so they are easily accomplished
- Problem-solving skills – discovering, analyzing and fixing issues that need attention
- Communication – capable of positive communication using verbal, written and body language in a professional manner
- Independence – to work with minimal supervision and make appropriate decisions
- Teamwork – maintains individual responsibilities that work to build trust within the team
- Customer Service & Satisfaction – responds promptly to customer needs for complete satisfaction
- Attendance & Punctuality – shows up when schedule, on time, dressed, and ready to work

COMPENSATION

This is a part time position. Wage DOE.
Benefits include working with a fun loving, energetic, family oriented team.

ATTIRE & UNIFORM

Clean, professional attire. Close toed shoes. Hair pulled off of neck. Uniform apron will be provided.

DISCLAIMER AND ACKNOWLEDGEMENT

This job description is only a summary of typical functions and essential duties being performed by individuals assigned to this position. The actual duties, roles and responsibilities may differ slightly from this job description and is not intended to be an exhaustive list.

TO APPLY: Please pick up an application and drop off with your resume at our retail location, 519 S. Main Moscow, ID 83843 or 704 Main Lewiston, ID between the hours of 10am & 6pm Monday through Saturday.

The position will be open until filled.