PAINT STORES GROUP
JOB DESCRIPTION

JOB TITLE: Store Sales Associate
GEMS TITLE: Sales.Associate.Store.Sales
STATUS: Non-Exempt
REPORTS TO: Assistant Manager or Store Manager

*This position is to be used in Type II facilities only.*

CORE COMPETENCIES:
Results Orientation:
*Proven record of high performance

Interpersonal Skills:
*Develops positive relationships with others to better accomplish work goals. Effectively meets customer needs and builds productive relationships by treating each customer like a GUEST.
*Clearly conveys information and ideas to others in a manner that helps them understand and retain the message.
*Presents products and services to customers in a manner that provides solutions and benefits, and strengthens the Sherwin-Williams name.

Leadership Skills:
*Actively participates as a member of a team to help the store achieve its goals.

Business/Management Skills:
*Uses people, resources and information to make good decisions.
*Effectively manages time and resources to ensure that work is completed efficiently.
*Possesses appropriate levels of knowledge of core product offerings and operational aspects of job responsibilities.

Professional Qualities:
*Sets high standards of performance for self; assumes responsibility and accountability for successfully completing assignments or tasks.
*Demonstrates honesty and the ability to avoid what is wrong and stand up for what is right.
*Maintains effectiveness when experiencing changes in work and adjusts effectively to new work processes, situations and requirements.

ESSENTIAL DUTIES:
*Assist customers by determining needs and presenting appropriate products and services.
*Handle customer inquiries via the telephone by providing accurate information regarding products and product applications and process telephone orders accordingly.
*Ensure sales transactions are completed accurately.
*Maintain accurate work order files and formulas as needed.
*Document and refer potential wholesale leads to manager and/or sales rep.
*Follow pricing guidelines when quoting customers.
*Ensure customers’ quality and service expectations are met.
*Pull appropriate products from sales floor or warehouse, tint and mix to customer specifications.
*Ensure wall covering, window treatment and floorcovering order forms are properly completed, placed order and follow-up as necessary.
*Record information on appropriate forms for proper completion of orders/ requests and process in a timely manner.
*Operate the POS for all types of transactions.
*Ensure merchandise has been processed through POS or recorded on manual POST form prior to merchandise leaving the store.
ESSENTIAL DUTIES CON’T:
*Obtain necessary information to open an account or to charge to an existing account.
*Ensure implementation and maintenance of floor pricing updates for all products.
*Put in place point-of-purchase material.
*Construct in-store merchandising displays.
*Stock merchandise in store according to plan-o-gram.
*Provide input regarding inventory levels in the warehouse/stockroom.
*Identify obsolete/damaged material and communicate to management.
*Locate out-of-stock items as necessary.
*Clean store equipment.
*Operate all material handling, tinting, mixing and testing equipment in a safe manner.
*Check incoming orders from vendors against purchase order for accuracy.
*Maintain current store wall covering and window treatment libraries, necessary paperwork and lending procedure follow-up.
*Communicate all customer complaints to store manager to ensure a quick and accurate resolution.
*Maintain facility to S-W standards through proper maintenance, repair and housekeeping.
*Identify facility problems and make recommendations.
*Follow designated loss prevention, security and safety practices according to policy and correct or report non-compliance of appropriate procedures/policies.
*Must be familiar with the proper, handling, storing, labeling, cleaning up spills, disposing of and filing all paperwork associated with hazardous material/waste.

ADDITIONAL DUTIES:
*Assist in making deliveries and warehouse duties as required.
*Assist with physical inventory.
*Other duties as assigned.

PHYSICAL REQUIREMENTS:
*Employee is required to retrieve material from shelves and floor stacks and lift and carry up to 50 lbs. frequently and up to 100 lbs. on occasion. May assist with handling drums of material excess of 100 lbs.
*Employee will spend approximately 20% of the day sitting, 25% standing, 45% walking and 10% stooping, climbing and kneeling.
*Employee is required to tint paint, therefore, must have good color perception.
In stores where employees may be required to make deliveries, employee must be able to drive a car or van.
*Employee must be able to operate a hand truck and/or material handling equipment in stores equipped with such equipment.
*Employee must be able to operate a computer and communicate via the telephone.

OTHER REQUIREMENTS:
*High school education or equivalent is required.
*Ability to work all scheduled hours as needed.
*If employee is required to make deliveries, employee must have a valid driver's license.
*If usage of employee’s own vehicle is required, employee must obtain appropriate insurance as defined by Corporate Policy.

The above statements are intended to describe the general nature and level of work being performed by an employee assigned to this job. This job description is not intended to be an exhaustive list of all responsibilities, duties and skills required of an employee so classified. Depending upon an employee’s experience, training and development, more discretion may be given to carry out the listed duties.