**JOB DESCRIPTION**

**Sales Associate**

**Summary**

The Sales Associate is responsible for ensuring that every customer has an exceptional experience by suggesting the right products and services necessary to complete their projects. A passion for service and a willingness to develop product knowledge are key components of this role.

**Core Competencies**

* Customer service oriented;
* Welcoming, professional and attentive to the needs of our customers;
* Strong listening and communication skills;
* Proficient with computers, able to learn new software and processes;
* Mature, responsible with sound decision-making skills;
* Retail, sales or customer service experience is a great asset;
* Construction or home renovation knowledge is an asset.

**Job Responsibilities**

* Ensure that every customer experience exceeds the customer’s expectation;
* Proactively provide Home Hardware customers with expertise and assistance;
* Quote basic projects, follow up on leads and close sales;
* Use computer software to develop deck, fence and garage packages;
* Promote add on sales, product benefits and services such as installation;
* Increase product knowledge and provide advice for customers and appropriate products;
* Inform customers of current promotions and Aeroplan;
* Other related responsibilities as directed by supervisor.

This position reports to the **General Manager,** and **Assistant Store Manager.**

*\*\*We are committed to a diverse and inclusive workplace for all. If you are contacted for a job opportunity, please advise us of any accommodations needed to ensure fair and equitable access throughout the recruitment and selection process.\*\**