

THE RED STABLE RETAIL SALES CLERK JOB DUTIES

The successful candidates will work on the shop floor and cash register, while enhancing customer satisfaction. Knowledge of German Village and Columbus, Ohio is essential.

Responsibilities of the job include but not limited to (subject to change):

- Ensuring high levels of customer satisfaction through excellent service. Dealing with all issues that arise from customers (complaints, grievances etc) in coordination with owners
- Maintaining the outlook of the store. This implies cleaning, arranging, stocking the shelves and filling the 'holes'
- Following necessary procedures for vendor drop-offs, documenting and reporting customer needs, requests, special orders etc.
- Helping circulate daily marketing with social media including Facebook, Instagram, Twitter
- Assisting with occasional off-site sales events and shows
- Securing merchandise by helping to implement security systems and measures from customer theft. Protecting other employees and customers by providing a safe and clean store environment at all times. Maintaining the stability and reputation of the store by complying with legal requirements
- Becoming a Tour Guide/Ambassador to German Village. Many visitors have never been to the area and are looking for guidance of other places to visit, see, eat and shop in German Village and Columbus
- Learning about ALL of our 100+ local vendors including their products and stories
- Ensuring excellent retail experience and customer satisfaction. Welcome customers when they arrive at the store with a SMILE and ask if they need assistance. Show kindness to customers and provide them with genuine guidance and support
- Helping customers find the item they desire to purchase. Suggesting and up-selling items to customers based on the items they have chosen
- Processing sales transactions at the POS (point-of-sale) counter
- Reporting to the manager when difficulties arise
- Contributing to team effort by accomplishing other related tasks as needed from owners
- Ability to multi-task and manage stress of high levels
- Ability to engage in promotion activities – store product with the aim of improving sales
- Ability to cope under pressure posed by customers
- Ability and experience in handling tight deadlines
- Ability to work with time effectively
- Ability to be friendly and understand customers as they come
- Ability to socialize and interact with customers. Small talk ... How are you? Where are you from? What brings you in?
- Ability to be proactive, initiative, enthusiastic, and flexible on the job
- Must be self-motivated individual with high degree of enthusiasm for the job
- Must be an honest individual with integrity
- Must be able to work alone for an entire shift or with other employees

KEY SKILLS

- Retail experience preferred. Artistic/Creative, can Vendor themselves under approval from owners, Enthusiastic, Excellent IT and money handling skills, Attention to detail, People and customer service skills, Must be able to work alone, Organization, Market knowledge, Resourcefulness, Verbal Communication, Marketing, Social media.

PHYSICAL REQUIREMENTS

- This job requires you to stand all day with limited sit down breaks.
- Other physical requirements: Standing, Walking, Ability to be mobile, Bending, Kneeling/ Crawling/Stooping, Turning/Pivoting, Working above shoulder level, Balancing, Reaching, Overhead, Grasping, Keyboarding, Pinching, Twisting, Climbing, Pulling.
- Must be able to lift up to 50 pounds.