**Job Title:** Sales Associate
**Reports to:** Shop Manager

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**Job Summary**

The Sales Associate works under the direction of the Shop Manager to drives sales within Heinemann Americas Shipboard stores by delivering best-in-class service and delighting our guests with our outstanding assortment, always finding new ways to surprise and fascinate them.

**Job Duties and Responsibilities**

- Creates memorable moments for guests through delivering unrivalled service, demonstrating a high level of product knowledge to effectively promote and sell products.
- Works under the direction of the Shop Manager to ensure that presentation of products is visually appealing and merchandised in a manner that maximizes sales.
- Informs guests of special offers, new products and promotions.
- Assist guests to find the goods and products they are looking for.
- Handles guests' complaints and queries.
- Processes payments.
- Ensures items are correctly priced and keeps the shop layout attractive and tidy, in line with the direction of the Shop manager and Heinemann guidelines.
- Conduct cycle counts, SKU checks and inventory preparation.
- Monitors stock levels and properly replenishes in a timely manner.
- Regularly checks that products are within their sell-by date and respects the FIFO products life-cycle (for perishable selling goods).
- Assists with stock control and inventory management, including stocking shelves with merchandise, receiving and storing the delivery of large amounts of stock, with an emphasis on asset protection.
- Reports discrepancies and problems to the supervisor.
- Keeps the store tidy and clean, this includes hovering and mopping.
- Keeps up to date with special promotions and putting up displays.
- Maintains responsibility for the organization of the shop and storage areas, as it relates to shop cleanliness and organization.
- Prepares to multitask and take on additional duties as needed (including vessel safety duties).

**Required Skills and Experience**

- Fluent in English, oral and written. Ability to speak multiple languages preferred, but not required.
- High School graduation certificate.
- At least 2 years' experience in a fast pace retail environment.
- Previous shipboard retail experience highly preferred.
- Strong customer service, communication and negotiation skills.
- Knowledge of products and inventory techniques.
- Ability to stand for extended periods of time and move boxes weighing up to 50lbs.