



## ***iRun Texas***

<b>POSITION TITLE: Retail Sales Associate</b>
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### **Position Description:**

The Retail Sales Associate connects with team, customer, and community to encourage our community in their active lifestyle. As a product expert, they enhance the customer experience and meet sales targets by sharing their knowledge.

### **Relationships:**

#### Reporting:

- a. Reports directly to respective Store Manager

#### Position Expectations:

- a. Acknowledges that the number one priority is the customer who just walked in the door or the customer who decides they are ready to be helped
- b. Ensures that iRun Texas' customer experience meets the highest standards
- c. Upon completion of iRun Texas training recommend appropriate footwear to customers
- d. Determines customer needs with relevant questions while maintaining a friendly conversation
- e. Assists customers in finding and purchasing items to meet active lifestyle, current needs, and possible future needs
- f. Shares product knowledge and continues to gain expertise in footwear, apparel, and accessory departments
- g. Attend team meetings
- h. Maintain contact log and communicate with key customers on a regular basis.
- i. Represent the company at off-site events such as health fairs and local races.
- j. Maintain an active lifestyle.

#### Operational Responsibilities:

- a. Has ability to operate POS system
  - a. Processing exchanges & returns
  - b. Executing Special Order process
- b. Assist with pricing, markdowns, and rolling inventory
- c. Maintaining visual presentation of store
- d. Effectively work with 2 customers at once
- e. Collaborates with iRun Texas team to achieve customer experience
- f. Adhere to scheduling requirements
- g. Minimizes personal footprint by restocking product from customer interactions
- h. Completes daily checklist priorities and needs

#### **Measures of Performance:**

- a. Achieves team and individual store metrics

### **Requirements**

1. Sales/retail experience preferred
2. Background in the sport of running
3. Evening and weekend availability