



215 West 57th Street
New York, NY 10019
T: 212-247-4510

POSITION DESCRIPTION

Job Title: SALES ASSOCIATE

Department: ASL ART SUPPLY STORE

FLSA Status: NON-EXEMPT

POSITION SUMMARY

The goal of The Art Student League's ("The League") Art Supply Store is to ensure that League students, as well as customers who visit the store from outside The League, have a positive store experience each time they visit and shop at the art supply store.

The Sales Associate is a critical position for the store as this position interacts directly with internal and external customers and sets expectations for current and future sales experiences.

JOB RESPONSIBILITIES

Essential Responsibilities and Duties:

- Deliver superior customer service by combining sales, product knowledge, and customer relations (e.g., greet everyone who walks into the store; engage visitors; go above and beyond in customer service—if we do not have what they are shopping for, help customers find it even looking online for them, if possible).
- Assists in the coordination of merchandise set-ups, keeps abreast of retail visual standards and techniques, and implements and maintains the store as directed by store management.
- Understands and acts on the procedures required for reporting low stock levels, inventory discrepancies, and customer product requests to management, as needed.
- Keeps work area and store neat and clean, sweep and dusts the store during their shift.
- Write notes to managers for reasons such as: Item barcodes not working, prices, stock, special requests (initial the notes so the Managers know who to follow up with).
- Learn the store's POS system, handle money, and reconcile a cash draw. (Cash drawers should have appropriate change, and shifts start with a full drawer.)
- Give visitors a takeaway such as business card, literature, timeline, catalog.

Receiving orders:

- When a delivery is received it needs to be removed from street/hallway ASAP.
- Store associate must start stocking deliveries as soon as they arrive, in between taking care of customers.
- Stocking of back-stock and front-stock must be done appropriately for ease of stocking. (Product put in back stock must be put with like product. Products being stocked in store must be stocked in appropriate section for that product.)
- All garbage from unpacking delivery must be taken down to garbage room ASAP.

UNIQUE REQUIREMENTS OF THIS JOB

We are here to be of service and make the sale. Our regular customer is attending a specific class. Instructors have supply lists that the Sales Associate should be familiar with. If the store does not have a specific item requested, then suggest a substitution if possible.

- Regular attendance/punctuality a MUST.
- Consistently display an energetic and positive attitude with all customers.
- Must be able to lift and carry 50 pounds while using appropriate lifting techniques and following safety rules.
- The position requires prolonged walking, standing, and climbing ladders.
- Adherence to store and League work rules and codes of conduct is expected from all employees.
- Flexibility to work weekends, holidays, or at other busy times, when needed.
- Excellent communication skills.
- Ability to work independently and in a team environment.
- Note: there is NO eating at the sales counter, do not leave food under counter.



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JOB QUALIFICATIONS

Degree(s) Required/Preferred	n/a
Years of Experience Desired	n/a
Certification(s) Required/Preferred	n/a
Industry or Product Knowledge	Prior experience working as a sales associate in a retail environment; knowledge of art supplies a plus.
Computer Experience:	Basic computer competence required.

CORE SKILLS/ABILITIES REQUIRED:

- Working with the public
- Working with a POS system, being able to handle money and reconcile a cash draw.
- Able to move stock of 25 -50 lb.
- A team player; easy to get along with; calm under stress.