**PAINT SALES ASSOCIATE**

**FULL-TIME**

**(Hourly Rate Starting at $18.00)**

**HOURS:   8:00AM to 5:00PM     9:15AM to 6:15PM**

**JOB DESCRIPTION:**

# The Paint Sales Associate is responsible for maintaining outstanding customer service and helping to create the best paint department experience possible. Their specialized duties include giving colour and paint product selection advice, receiving product, merchandising, restocking, and staying current with trends in the industry. The Paint Sales Associate performs all assigned tasks with sufficient speed and accuracy to support store efficiency and a high level of customer service.

# DUTIES / RESPONSIBILITIES:

* Ensure customers are greeted within 30 seconds of entering the store or the paint department.
* Create attractive in-store displays.
* Promote Home’s Paint Loyalty Card to customers.
* Determine customers’ needs by asking open-ended questions.
* Assist customers in locating merchandise in store, on homehardware.ca, and process special orders.
* Assist customers with finding all items needed to complete their paint and decor project.
* Process special orders for non-stock or out of stock items.
* Record customer requests for product and follow-up when product arrives at the store.
* Assist customers with carrying out large or heavy items.
* Fill in as cashier when necessary.
* Follow procedures and maintain standards according to store policy in the following areas: loss prevention, receiving and pricing goods, merchandise handling and presentation, housekeeping, reordering merchandise, restocking shelves, and handling cash.
* Advise the designated manager of shortages, damaged goods, back-orders, etc.
* Update prices on merchandise, bins, displays, etc. as necessary.
* Build special displays and signage for sales, promotions, and other special events.
* Remove sale and promotional displays, prices, etc. and rearrange stock following promotional events.
* Always take appropriate safety precautions when mixing and preparing paint.
* Help unload incoming trucks.
* Check incoming merchandise against invoices to spot shortages, damaged goods, back-orders, etc.
* Keep stock in the storage area neat, clean, and orderly.
* Participate in regular cycle counting and assist in annual inventory counts.
* Reorder merchandise according to the store’s buying procedures.
* Attend store meetings, training sessions, etc. as required.
* Work on special projects as assigned by the Department Manager.
* Maintain the paint counter and aisles on a daily basis.
* Offer colour matching expertise and paint product selection advice.
* Maintain an awareness of all promotions and advertisements.
* Assist in the training and development of peers.
* Uphold merchandising and store cleanliness standards.
* Answer customers’ questions and provide information on policies and procedures.
* Work in a safe manner in accordance with provincial and federal safety legislation. Report any potential hazards and unsafe behavior to management in order to have the situation corrected.

# QUALIFICATIONS:

* High School graduation or equivalent.
* Minimum 3 years of paint store experience is an asset (including colour matching, sales and marketing, and knowledge of Paint & Decor products).
* Ability to work a flexible schedule including weekends, evenings, and holidays.
* Friendly and helpful attitude toward customers.
* A commitment to service excellence and customer satisfaction.
* Excellent communication skills, exceptional organizational ability, high attention to detail, and ability to multitask.
* Good mathematical skills.
* Creative abilities for making attractive in-store displays.
* Ability to learn quickly and retain a large amount of product-specific knowledge.
* Ability to work co-operatively in a team atmosphere.
* Willingness to learn.
* Willingness to continually develop professional skills and knowledge base.

# PHYSICAL REQUIREMENTS:

* Must be able to lift 50 pounds frequently to load and unload customer orders.
* Move and handle boxes of merchandise and fixtures throughout the store.
* Ability to stand for an extended period of time.

# WORKING RELATIONSHIPS:

* Reports directly to the Department Manager or Store Manager.

**INTERESTED APPLICANTS, PLEASE SUBMIT YOUR RESUME TO:**

**Human Resources**

**HR@invermerehardware.ca**

**Invermere Home Hardware Building Centre**

**9980 Arrow Road Invermere, BC V0A1K0**