



Sales Floor Team Member

Job Description

POSITION SUMMARY:

Sales Floor Team Member's responsibilities include engaging with guests and offering an amazing shopping experience while maintaining a clean and organized sales floor. Team Members are responsible for ensuring that merchandise presentation and guest service standards are met. Sales Floor Team Members will be expected to live the company's higher purpose of Delivering Value to Live Better and exhibit the company's core values in all that they say and do.

DUTIES AND RESPONSIBILITIES:

- Exceed guests' expectation by actively listening to their needs in order to provide amazing service in a timely manner on the sales floor.
- Maintain "area of pride" by filling in, merchandising and selling.
- Consistently makes additional merchandise suggestions in order to maximize each sales opportunity.
- Inform each guest of current offers, programs and events.
- Knowledge of merchandise.
- Be a "team player" by assisting in other departments.
- Able to provide amazing guest service to multiple people at the same time.
- Maintain a high level of Asset Protection Loss Prevention awareness regarding all areas of risk.
- Complete projects on an as needed basis by Manager.

Requirements

KNOWLEDGE AND SKILLS:

- Maintains a high level of engagement with guests and consistently follows the guest service standards
- Displays exceptional selling skills by having strong product knowledge
- Demonstrates exceptional selling skills by building the sale and deliver AMAZE service
- Commitment to exemplifying the Century 21 Core Values

CORE VALUES:

Consistently demonstrate a commitment to C21's Core Values and Higher Purpose: Delivering Value to Live Better.

- **Respect:** Speak and listen generously, leave people feeling heard, respected and honored.
- **Communicate:** Share, discuss and listen openly.
- **Teamwork:** Take care of each other and give back.
- **Honesty:** Act with integrity, do the right thing.
- **Grow:** Grow and drive change.
- **Positivity:** Be positive, passionate and have fun. Celebrate enthusiasm and effort while rewarding success.
- **Amaze:** Deliver amazing experiences to each other, our community and our guests. Go above and beyond what is expected.