



Job Description

Join a growing 100% employee owned and operated company!

Job Title: Floor Sales Associate

Location: Truckee Mountain Hardware and Sports

Department: Retail - Floor

Reports to: Stocking Manager

Employment Status/Type: Year Round, Part or Full Time available

Compensation: [REDACTED] + DOE

Job Summary

Greet and assist all guests of Mountain Hardware and Sports connecting them to the proper product and/or service. Maintenance of products and services for retail floor space with an emphasis on sales, customer service, and customer assistance.

Duties and Responsibilities

- Encourages and demonstrates the Mountain Hardware and Sports culture of exceptional guest service, teamwork, innovation, and fun! Works well independently and with others. Enjoys “pitching in” whenever and wherever assistance is needed. No job is too small for any of our employees, if it serves our guests. Conducts and shows a high level of professionalism and courteousness to all guests. Values our safety culture, our Core Values, values employee ownership and operation, our local community, and maintaining a healthy, sustainable environment. Asks questions, shares concerns, or gives ideas on innovation and efficiencies that improve both the guests’ and employees’ experience.
 - Assist customers on sales floor
 - Assist in processing and receiving incoming shipments
 - Unload, uncrate and assemble merchandise and sales floor displays
 - Stock shelves with incoming products accurately and efficiently
 - Replace damaged or missing products
 - Maintain working knowledge of new/current products
 - Provide consumer with insights on products and fulfill special order requests
 - Assist with maintaining cleanliness of the store including merchandising, mopping, dusting, vacuuming, etc.
 - Provide general support as needed, including cashiering

Skills and Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties

- Must display top notch customer service skills;
 - 1-2 years prior customer service experience preferred
- Outgoing and friendly



- Ability to lift 50lbs-75lbs
- Excellent communication skills
- Time management skills
- Attention to detail
- Ability to Multitask
- Ability to stand for an extended amount of time
- Computer skills (Point of Sale, Windows operating system)
- Ability and willingness to work flexible hours including evenings, weekends, and holidays
- Have excellent communication, analytical, and interpersonal skills.
- Ability to work in a fast-paced environment while maintaining a high level of accuracy and courtesy.
- Must be able to work in the United States.
- Must be able to communicate effectively in English.
- Must maintain a well-groomed and professional appearance.
- Must be able to wear a uniform.
- Must enjoy serving people and having fun!

- **Language Skills:**
 - Literate and fluent in English.
 - Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence.
 - Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
 - Additional language(s) desirable.
- **Mathematical Skills:**
 - Ability to add and subtract two-digit numbers and to multiply and divide with 10's and 100's.
 - Ability to calculate figures and amounts such as fractions, percentages, ratios, proportions, area, circumference, and volume to practical situations.
- **Reasoning Ability:**
 - Ability to apply common sense understanding to carry out instructions furnished in oral, mathematical, or diagram form.
 - Ability to deal with problems involving several concrete variables in standardized situations
 - Ability to define problems, collect data, establish facts, and draw valid conclusions.
- **Education and/or Experience:**
 - Prior customer service experience desirable.
 - Prior retail, hardware, and lumber experience desirable.
- **Certificates, Licenses, and Registration:**
 - None required
 - Driver's license desirable.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Regularly required to stand, sit, and walk; talk and hear; taste and smell; use hands to finger, handle, or feel; reach and/or lift with hands and arms, and legs; climb or balance; and stoop, kneel, crouch, or crawl.
- Often required to use the computer. Specific vision abilities required by this job include close vision, distant vision, color and peripheral vision, depth perception, and ability to adjust focus.

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- Ability to lift/move 50 lbs. or more and occasionally lift and/or move up to 75 lbs.
- Ability to work safely at heights above 12 ft.
- Ability to safely climb 12 ft ladders, and stairs
- Ability and comfort walking on uneven surfaces
- Requires continuous physical activity including walking, standing, climbing, and lifting



Equipment Used

- Telephones, PC/POS, database, office supplies, and filing cabinets
- Handheld radio
- Industrial equipment such as box crusher, forklift, and fall protection harness.
- Box cutters, razors, scissors, packaging tape and dispensers, tape measures,
- Cash registers
- Snow removal equipment

Working Conditions

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Occasionally exposed to wet and/or humid conditions; high precarious places; fumes or airborne particles; toxic or caustic chemicals; extreme cold; extreme heat; risk of electrical shock; and vibration.
- Noise level in the work environment is usually loud.
- Frequently exposed to moving mechanical parts.
- Large and dynamic work area environment.

Employee Name: _____

Employee Signature: _____

Date: _____

Employment with Mountain Hardware and Sports/Truckee Rents is "at will" for no definite period of time. The employee may terminate employment at any time without notice or cause, and so too can Mountain Hardware and Sports/Truckee Rents terminate employment relationship at any time without notice or cause.