

# SALES AND MAINTENANCE HELPER

## Position Description

A sales clerk greets customers, rings up their purchases, ensures that they have found what they are looking for, and promotes sale items and other relevant products to round out their sale.

## Essential Duties and Responsibilities of a Sales Clerk

- Welcomes customers as they enter The Lucky Pecan Store.
- Uses prescribed customer checkout process to calculate and record all customer purchases.
- Processes checks and credit cards.
- Maintains cleanliness and organization of the store and checkout area.
- Counts out cash drawer when required.
- Answers customer inquiries and calls for assistance from other associates as necessary.
- Answers store phone using identified greeting and transfers calls to appropriate associate.
- Recommends add-on products and promotional items.
- Ensures that all customers are provided assistance in locating what they are looking for.
- Helps customers locate items on the retail floor without being annoying.
- Retrieves items from the stockroom.
- Refers any customer complaint or issue to the Owner.
- Assists other sales associates in closing a sale.
- Refers customers to management as necessary.
- Cleans retail floor during slack times and after closing.
- Assists in shelving and restocking items.
- Takes store inventory when requested.
- All exchanges or returns must be approved by the Owner.
- Any customer desiring to sell items to The Lucky Pecan Store must first obtain the approval of the Owner.
- Attends meeting as required.

## Required Knowledge, Skills and Abilities

- Demonstrates excellent customer service and Computer skills
- Maintains a professional but friendly demeanor at all times.
- Is capable of working the customer checkout process.
- Works well with others.
- Possesses ability to think creatively to devise new ways to promote and market items.

- Demonstrates broad knowledge of company products and layout of the retail space.
- Is comfortable handling and counting money.
- Remains **patient and polite**, even with angry or upset customers. (**Remember customers are usually right even when they are not**)
- Pays close attention to detail.
- Such other duties as may be required. (Yard work, bathroom cleaning, pecan shelling, estate sale purchases, attending local festivals etc).
- Must be able to dispatch and receive U-Haul Trucks/Trailers. This activity is completed through interface with customers using a computer program.

#### Education and Experience

- Since this is an entry level position this employee must be a High School Graduate.
- Must have Computer entry/data skills.
- Training as a sales associate shall be provided.
- Customer service and job training shall be provided.

#### Work Environment

- The majority of time will be spent on the sales floor assisting customers.
- The workday will be spent standing for long periods of time, walking, and lifting products from shelves.
- Time will also be spent in the stockroom retrieving items.
- Cracking and shelling pecans requires sitting or kneeling to remove shells from the final product.
- U-Haul office equipped with necessary computer assets to assist customers renting/returning vehicles.



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