



Sales Associate Job Description

Reports to: Store Manager

**FLSA status-Hourly, Non-Exempt
Part Time, approx. 20-25 hours/wk.**

Company Overview

Sunset Development has been owned and operated by the Mehran family since 1951, with its flagship property, Bishop Ranch (BR), commencing construction in 1978. Today, after more than three decades, Bishop Ranch continues to be one of the preeminent and most respected master planned business communities in the country, offering a best-in-class workplace with a deep commitment to the highest quality of standards and service. Bishop Ranch's unmatched amenities, award-winning transit programs, and opportunities for collaboration, socialization, wellness and innovation make BR an enviable and dynamic workplace unavailable anywhere else. Bishop Ranch includes more than 10 million square feet of space and is home to over 600 companies including Chevron, Pacific Gas & Electric, GE Digital, SAP and a host of dynamic, leading edge and growing businesses.

Job Responsibilities:

Sales Service:

- Meet & exceed individual sales goal targets (daily, monthly, yearly)
- Create & foster genuine client relationships that will result in hitting and exceeding core KPIs: (sales, UPT, ATV)
- Support the team in generating new client relationships while maintaining existing client relationships
- Process returns and exchanges
- Ability to communicate effectively & build strong partnerships with clients, peers, and store manager
- Full understanding of specialty retail, including how to effectively clientele.
- Computer skills including operation of retail point of sale system, Word, Excel and email.
- Ability to multi-task with ease while maintaining a balance of daily responsibilities.
- A positive, outgoing, high-energy personality that is entrepreneurial and sales focused.
- Build customer loyalty through active client development and follow-through
- Follow all Cultivate requirements and activities such as courtesy and relationship emails, inviting customers back to shop, reactivation, capture compliance

Visual Standards:

- Follow company policies, procedures.
- Maintain selling floor by ensuring the following: Placing and/or hanging back items as you work, replenishing merchandise after selling
- Folding and placing merchandise on the proper fixture
- Place tickets inside the item and not visible to the customer

Floor Presence & Maintenance:

- Beginning of shift/day: Arrive on selling floor ready, ensure floor is ready for customers
- End of shift/day: Ensure selling floor is replenished and ready for the next day
- Be active and busy on the floor at all times
- Ensure clean up and maintenance of fitting rooms, Back of The House Support
- Assist in the annual inventory process
- Assist in stock room maintenance and keep it organized
- Must meet minimum standard of being on time for the shift, clock in, and report to sales floor



Skills:

- Minimum of one year experience in retail environment – luxury experience preferred.
- Willing to work in and promote a team-oriented environment.
- Able to adapt to change.
- Excellent interpersonal skills required to ensure clear, effective communication with all management and staff.
- Consistently show a positive attitude & take responsibility for own actions.

All inquiries and/or resumes should be sent to Jennifer Hanson, Director of Human Resources at Sunset Development Company; jhanson@bishopranch.com.