

## **Job Description: Counter/Sales Staff**

**Reports to:** Shop Manager or Supervisor

**Classification:** Counter/Sales Staff      **Work Location:** Milwaukee (Bayshore)

### **JOB SUMMARY:**

Works under direction of the Shop Manager. Greets and waits on customers, prepares products, restocks, and helps to set up displays; performs general cleaning duties. Makes sure that every customer has an unforgettable and enjoyable experience.

### **ESSENTIAL FUNCTIONS:**

1. Greets and waits on customers.
2. Answers customer questions and makes sales suggestions.
3. Answers the phone and takes phone orders.
4. Knows Kilwin's history.
5. Helps with restocking and setting up displays.
6. Performs general cleaning duties; dust, sweep, mop, wash windows, take out trash.
7. Runs cash register.
8. Weighs and prices.
9. Packs boxes and baskets.
10. Prepares/makes waffle cones.
11. Quality control.

### **ADDITIONAL RESPONSIBILITY:**

1. Puts away, rotate stock.
2. Changes/updates signs.
3. Helps update prices.

### **KNOWLEDGE, SKILLS AND ABILITY:**

1. Ability to operate cash register and count back change.
2. Ability to work well with others, listen well and follow direction.
3. Must be customer service oriented with good personality and manners.
4. Must read and speak English and have good communication skills.

### **EDUCATION AND EXPERIENCE:**

1. Previous sales experience helpful, but not necessary.
2. Ability to follow directions/instructions during training period.

### **PHYSICAL REQUIRMENTS:**

1. Must be able to lift 50 pounds.
2. Must be able to stand for long periods of time in retail store environment.