

Job Posting

DEPARTMENT: Great Outpost Store/Gatlinburg

JOB TITLE: Sales Specialist

DATE: 11/7/09

LEVEL: 3

PRIMARY FUNCTIONS OF POSITION:

- Provide a complete and exceptional shopping experience for our customers, utilizing product knowledge, trip advice and information, and active customer interaction.

DESCRIPTION OF RESPONSIBILITIES AND DUTIES:

Primary Responsibility / Customer Service and Sales of NOC products and activities.

- Greet all customers promptly and courteously as they enter the store
- Direct customers throughout the store or to the specific area the customer requests
- Utilize NOC selling process to assist customers in shopping experience
- Give accurate and current information about the product and services for all inquiries; If the correct information is not at hand, do everything possible to provide an answer before the customer leaves the store
- Support an open door communication environment to assist in providing exceptional customer experiences in NOC activities and outposts.
- Understand NOC policies and procedures.

Check stock daily to ensure that all products are adequately stocked and available for customers.

- Adhere to all NOC Visual Merchandising standards to ensure a positive and consistent customer experience.
- Maintain store image by adhering to the dress guidelines as outlined in the Retail Employee's Handbook
- Maintain a clean and well-organized back-stock area
- Vacuum, sweep floors and empty all trash each day if required
- Clean employee break area each day

Operations

- Report to work on time or notify in advance if absent or late
- Learn and utilize all resources and equipment including cash registers, inventory control procedures, and computer/company intranet resources.
- Use correct procedures for processing all transactions.
- Know the procedures for processing paperwork between all lines of business
- Practice security measures that help prevent theft; Understand the procedures for handling shoplifters
- Practice safety consciousness at all times

Mentoring, Training and Employee Development

- Be a role model for team members
- Be proactive in your ongoing education regarding the company, weekly reports, products, and the outdoor retail business
- Set and achieve goals during each review period
- Take advantage of the training opportunities that are offered

Knowledge, Skills and Abilities Necessary to Perform the Work Assigned:

- Able to safely lift boxes up to 70 lbs.
- Standing for extended period of time
- Available to work store schedule - Sunday to Saturday

Visit www.noc.com to fill out an application for employment. For more information call 828-488-7246

NOC is an Equal Opportunity Employer