



Associate Job Description

About Enchanted Boutique:

We are a small family ran company that has been a brick & mortar shop since 2014. Prior to that we were vending at paranormal events and psychic fairs. We like to keep a warm friendly atmosphere in the shop for all, staff and customers alike. All are welcome in the shop, and we respect all no matter how they may differ from each of us.

Our focus is on finding the best metaphysical products for our customers and keeping the prices reasonable for them. We want to enhance their understanding of the products and their uses. These products comprise of crystals, smudging tools, candles, divination tools, gifts, and more.

This position: Associate

Reports To: The management team (Owner/Manager, Assistant Manager & Lead Associate)

Position: Part-Time, Non-exempt (up to 25 hours per week)

Hours: Shift hours can vary. Morning, Evening, Week days & Weekends

Wages: Start at \$10.75 to \$11.00 per hour (dependent on assigned duties)

Summary/Objective:

Since we are a small company, this position is responsible for a variety of store duties and responsibilities, that may not be limited to sales and inventory related tasks. We are a team, and we all pitch in doing the tasks at hand. We are looking for an Associate to provide excellent customer service within our store. Candidates with strong communication skills who can make customers feel welcome in our store will stand out. You will help identify client needs, present and answer questions about our products and services and recommend solutions. A positive attitude and a desire to promptly resolve potential customer issues or complaints will make you successful in this role. Ultimately, you will ensure that customers leave our store satisfied and you will contribute to the store's profitability.

Responsibilities

- Welcoming and engaging with customers as they enter the store.
- Assessing customers' needs and suggesting solutions to their needs.
- Working with cash registers and processing payments.
- Greet, interact and monitor customers to assist the store in loss prevention
- Display and organize products in a store for the customers to locate easily.
- Giving customers advice about sales and promotions.
- Using upselling techniques to increase store sales.
- Recommending the best products to customers.
- Maintain the outlook of the store through dusting, cleaning and restocking merchandise on the shelves

Qualifications:

- High school diploma or equivalent required.
- A good understanding of the store products
- Customer service skills and ability to patiently deal with difficult customers.
- Basic math skills and the ability to use a cash register.
- Strong level of professionalism at work and self-motivation.
- Excellent communication and interpersonal skills
- Problem-solving and conflict resolution skills.
- Work experience in retail and/or stocking preferred.