



## Sales Associates

### **PURPOSE**

Provides outstanding customer service to determine which products and services best fit our customers' needs.

### **Key Accountabilities**

- Assists customers in the selection of ZWILLING merchandise, while providing information about the product, materials, technology and functionality.
- Ensures customer service standards are upheld by listening to customers' wants and needs, providing product information as required.
- Drives and closes sales by utilizing ZWILLING selling techniques
- Completes customer sales transactions.
- Maintains store appearance and assists in processing and replenishing merchandise.
- Helps to support and create a team environment.
- Adheres to the ZWILLING's brand values and Sales Associate competencies.

### **Knowledge Skills and Abilities**

- Must possess and consistently exhibit the competencies relative to the position.
- Ability to write read and comprehend simple instructions, short correspondence and memos.
- Ability to effectively present information in one-on-one and small group situations to customers and other employees of the organization.
- Ability to add, subtract, multiply and divide in all units of measure.
- Ability to use a point of sale system and must have a basic understanding of cash register functions and cash procedures.
- Ability to exercise good judgment and decision-making skills.
- Ability to demonstrate excellent verbal and written communication skills.
- Ability to work a varied schedule including weekends, evenings and statutory holidays. Also available to work overtime during peak periods.

### **Qualifications**

- Three to six months of retail experience is preferred.
- Open Availability

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