

## Retail Sales Associate

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### **What does a Hanson Retail Sales Associate Do?**

The Hanson Audio Video inside sales specialist provides a world-class customer experience and is an ambassador for Hanson A/V as the destination and ultimate solution for technology products and services. You will be accountable for managing and ensuring a world class customer experience while driving exceptional business results. As an retail sales specialist you are an expert in the respective specialty areas and applies holistic knowledge to drive profitable outcomes within their complex and diverse area.

As a Hanson Audio Video Retail Sales Associate:

- Responsible for managing all aspects of the customer experience within their respective area through all touchpoints inside and outside of the store.
- Engages customers using selling skills to build complex, connected solutions while maintaining a balance of high velocity and high service.
- Deals with complex multi-phase projects that require constant communication and follow-up.
- Responsible for working together as a team to ensure a high level of sales and job proficiency. Ensure quality performance and development conversations occur consistent with company rhythm.
- Responsible for providing clear and relatable store demo/walkthroughs and utilizing our showroom experience center as a template of what can be done in a real world environment.
- Accountable for driving positive outcomes of key sales indicators within their specialty areas in support of store Revenue, Margin, and yearly set sales goals.
- Takes ownership of merchandising, inventory/shrink, services, and other aspects of operations in department in close partnership with store management team to ensure specialty area meets stringent standards and company growth / brand expectations.
- Responsible for store functionally and demo ability taking time to ensure every day that the store is functional and ready for walk in traffic.monitoring sales results and progress against sales priorities monthly, weekly, daily, and real-time and course-correcting as needed.
- Responsible for in store cleanliness

- Takes ownership of answering sales-related phone calls as well as customer service as a company wide support effort to provide the best customer experience. This includes but not limited to texting / emailing and any other means of communication.
- Have a flexible schedule that includes holidays and weekends

### **What are the Professional Requirements?**

#### **Basic Qualifications:**

- High School Diploma or equivalent
- 1 years past history retail environment experience
- 1 years sales experience

#### **Preferred Qualifications:**

- Associate or bachelor degree or above in a related field
- 2 year retail experience handling cash and credit card transactions
- Consumer electronics experience in retail setting
- Prior experience with Stereo Hi-Fi Brands and components
- Personal interest in home theater, home electronics, music background
- Be able to lift up to 50 lbs individually or 125 lbs as a team