

This job description serves as a guide for establishing the criteria to fill a specific function or appraise the performance level related to that function. In its sole discretion, the District may choose to fill this function by contracting with individuals or corporate entities rather than hiring a staff member. The job duties referenced here are examples and may change from time to time.

**1. Job Summary**

- a) Hourly, non-exempt, non-supervisory position.
- b) The Sales Associate –
  - i) is customer service oriented.
  - ii) sells merchandise to customers, completes inventory, keeps store clean, and performs business transactions like sales and returns.
- c) Supervised by the Sales Manager.
- d) Salary Range NE – .

**2. Responsibilities**

- a) Essential Duties.
  - i) Acknowledges and greets all representatives of outside organizations and District employees politely and professionally.
  - ii) Builds rapport with customers through conversation and honest recommendations.
  - iii) Promptly resolves customer complaints and ensures customers have a positive and productive experience in the store.
  - iv) Answers customer questions and explains specific products and services.
  - v) Manages returns and refunds for merchandise.
  - vi) Provides customer feedback to the Store Manager.
  - vii) Stays up to date with new products.
  - viii) Maintains the store’s cleanliness and stock levels.
  - ix) Writes reports and handles inventory and deliveries.
  - x) Provides accurate information (e.g., products’ features, pricing, and after-sales services).
  - xi) Performs various duties that can shift day to day depending on the store's needs.
  - xii) Completes minor repair work as necessary.
  - xiii) Operates the Point Of Sale (POS) register.
  - xiv) Attends and participates in departmental, All-Staff, and other job-related meetings and trainings.

- xv) Maintains confidentiality of all sensitive information.
- xvi) Performs other duties as assigned and executes other responsibilities and projects as necessary

3. Knowledge, Skills, and Abilities:

- a) Strong customer service skills.
- b) Ability to –
  - i) perform in fast-paced environments.
  - ii) count money, including giving accurate change back.
  - iii) work various schedules, including mornings, evenings, and weekends.
  - iv) stand and walk for long periods of time.
- c) Understand the retail sales process and POS systems.
- d) Familiar with customer behavior principles.
- e) Familiar with inventory and stocking procedures.
- f) Basic math skills.
- g) Proficient in English.
- h) Track record of achieving sales quotas.
- i) Excellent verbal communication and listening skills.
- j) Capable of building trusting relationships.
- k) Welcoming and cheerful working attitude.

4. Working Conditions

- a) Environment.

Hot:  Noisy:  Dust/Fumes:   
 Cold  Outdoors  Chemicals:  BTI  
 Contact with substances that could cause allergic reactions:  
 Yes  No  Describe:  
 Other:  Explain:

- b) Physical Activities and Requirements.

Requirements	Sometimes 0 - 29%	Frequently 30 - 59%	Constantly 60 - 100%	N/A	Comments
Bending/Pushing/Pulling		✓			
Climbing Ladders				✓	
Climbing Stairs				✓	
Collating/Filing	✓				
Digging				✓	
Dialing	✓				
Hearing			✓		

Requirements	Sometimes 0 - 29%	Frequently 30 - 59%	Constantly 60 - 100%	N/A	Comments
Lifting/Carrying 25lbs.	✓				
Lifting/Carrying 50lbs.	✓				
Lifting/Carrying 75lbs.	✓				
Reaching Overhead	✓				
Reading	✓				
Repetitive Motion/L-R		✓			
Speaking			✓		
Standing			✓		
Sustained Mental Aptitude			✓		
Sustained Visual Aptitude			✓		
Threading				✓	
Using Keyboard	✓				
Vehicle Operation	✓				
Walking	✓				
Writing	✓				
Other:					

5. Qualifications

- a) High school diploma or equivalent.
- b) Three (3) years of work experience as a Retail Sales Representative, Sales Associate, or similar role, preferred.
- c) Valid AZ Drivers License with no DUIs or major traffic offenses within the past three (3) years.
- d) Bilingual – O’odham/English preferred.

Per the Indian Preference Act (Title 25, US Code, Section 472 & 473), the San Xavier District gives preference when filling vacancies to (in sequential order):

- 1. Enrolled members of the San Xavier District,
- 2. Enrolled members of the Tohono O’odham Nation,
- 3. Enrolled members of other nations or tribes,
- 4. all other qualified candidates.

San Xavier District is committed to providing Equal Employment Opportunities.

**Reviewed and Approved By:**

Employee Acknowledgement: \_\_\_\_\_ Effective Date \_\_\_\_\_

Immediate Supervisor: \_\_\_\_\_ Effective Date \_\_\_\_\_

Next Level Supervisor: \_\_\_\_\_ Effective Date \_\_\_\_\_

***San Xavier District is an “Alcohol/Drug-Free Work Place***