

## Job Summary

The **Retail Store Specialist** is responsible for generating sales by providing outstanding customer service as well as having a flair for marketing products and ascertaining what each customer wants or needs.

## Duties and Responsibilities

- Provides courteous and quality service to each external and internal customer.
- Maintains an accurate, thorough, and up-to-date knowledge of the products and services provided by the company.
- Builds a loyal customer base by providing optimal customer service and responsiveness.
- Opens and closes stores and performs tasks such as counting money, balancing cash drawers, and processing credit card payments.
- Develops ideas and creates offers for direct mail and email marketing promotions.
- Keeps the store stocked with the appropriate levels of inventory product.
- Maintains a clean, safe shopping environment inside and outside the retail store.
- Responsible for the merchandising and the signage for displaying new products and promotional/ seasonal items.
- Assists management in the proper staffing levels and scheduling of employees.
- Monitors and reports on sales activities and provides relevant management information.
- Assists the accounting department in the collection of outstanding customer debts.

## Skills and Abilities

- Possesses exceptional customer service skills.
- Displays ability to be resourceful when acquiring information and answers for customers.
- Possesses ability to respond to customers in an efficient and accurate manner.
- Possesses ability to quickly learn Counterpoint POS software.
- Possesses computer skills, specifically Microsoft Office Suite.
- Proven ability to maintain confidentiality of company and customer records.
- Demonstrated ability to pay close attention to details.
- Possesses and applies a working knowledge of horse farms.
- Possesses and applies a working knowledge of horse breeds and disciplines.

## Experience Requirements

- Minimum of five (5) years of experience with horses and horse products.
- Minimum of two (2) or more years of experience in sales or customer service.

## Education Requirements

- Associate degree preferred in related field or equivalent work experience.

Location- Lexington, KY

Pay- \$16-19/hr.

Contact information- hailey@hannaresource.com or 859.977.9408.