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**Job Title:** Retail Ambassador 2

**Department**: Sales

**Reports To:** Retail Store Manager

**FLSA:** Non-Exempt

**Prepared Date**: December 2019

# **Summary of Position:**

Cherry Republic’s Retail Ambassador 2 helps to provide a quality customer service experience by assisting customers and providing overall support to Retail Management and staff. This role will be cross-trained to work in several customer-facing areas, including cashier, sales floor, and soda tasting.

**Essential Duties and Responsibilities**

* Assist the Retail Management as directed in accomplishing operational and customer service-oriented tasks and responsibilities.
* Enforcement of Cherry Republic customer service expectations through example.
* Ability to follow and enforce policy and procedures.
* Strong desire to provide quality customer service with a positive attitude.
* Assist Retail Management as backup and shared ownership of the following duties:
* Help with events in the store and throughout the company.
* Cash handling & Point of Sale (POS) operations.
* Continually work towards monitoring appearance and cleanliness of Retail Store.
* Apply practices from CR 101 training established by customer service guidelines.
* Inform customers of daily specials, sales, Ship from Store etc. Look for upselling opportunities and upsell when possible.
* Ensure that merchandise is clean and prepared for display.
* Maintain floor inventory, store should look full.
* Ensure that promotions are accurate and merchandised to company standards.
* Ability to perform Ship from Store.

**Skills You Need**

* Excellent communicator and able to deliver superior customer service.
* Strong attention to detail.
* Organized, team player who has a good understanding of the culture of Cherry Republic.
* Comprehensive knowledge of all cherry products sold in store.
* Ability to sell to a customer's needs, as well as establish relationships with returning customers.
* Self-motivated, multi-tasker and detail oriented.

**Supervisory Responsibilities:**

The Retail Ambassador 2 reports to appointed store management members and has no supervisory responsibilities.

**Qualifications for Your Job** - To perform this job successfully, you must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and / or ability you are required to possess.

**Language Skills** - Ability to read. Ability to effectively present information and respond to questions from groups of clients, customers, managers and the general public.

**Computer Skills** – To perform this job successfully, you should have knowledge of our POS system including Ship From the Store (SFTS), mail order software (R4), and the google platform.

**Reasoning Ability** – Ability to communicate accurately, timely, and thoroughly to customers and staff.

**Physical Requirements** -Ability to be on foot for long periods of time walking on sales floor with the stamina to stand stationary when using the POS system. Frequently lifting 25 lbs or more throughout an 8 hour shift. Must be able to reach, bend, crouch, and use a ladder and tools to create displays. Frequent bagging and gift boxing when cashiering. Occasional outside maintenance is required (i.e. snow shoveling, sweeping).

**Your Work Environment**

The work environment characteristics described here are representative of those you would

encounter while performing the essential functions of this job. Should you have a disability, the

company may make reasonable accommodations to allow you to perform the essential functions. Retail ambassadors should maintain a flexible schedule and be available when needed at the store. Should be able to lift up to 25 lbs and stand for long periods of time. Shoveling snow in winter, climb ladder when necessary to a height of 12'.

**Other Things You Should Know**

Listed here are the important parts of your job. But more importantly, you are here to think,

to use your judgment, to act in the best interest of the company at all times. The “Ultimate Expectation” is as follows: **Always do what most needs to be done without waiting to be asked.** As long as you are acting in the company's best interests and in accordance with core values and policies, you have permission to act in our mutual best interests.

If at any time, you don’t feel we are doing the right thing, please say so. You have the right

and we give you permission to speak up when necessary, to state what is unstated, to make a

suggestion, or to question an action or decision. This doesn’t mean we will always agree with

you, nor that we will necessarily change what we are doing; but we always want to hear what you most believe would help us better achieve our goals and purpose and to create an even better place for all of us!

**Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Manager Signature:** **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_**