

# MAYORS

<b>Job Title</b>	<b>Administrative Associate</b>
<b>Department</b>	<b>Retail</b>
<b>Reports to</b>	<b>Store Director</b>

## **Job Objective**

To help you be successful, our Administrative Associate will be fully trained in our services; supported by a management team that truly cares about your success. You are empowered to be yourself to create an experience that will build long-lasting relationships. An Administrative Associate will assist clients and Sales Professionals with all sales transactions and repairs, ship and receive merchandise following company guidelines, answer phones and general back office functions.

## **Responsibilities**

- Assist clients with their purchase, repair or service concern in a friendly and professional manner.
- Assist sales professional and management team with their concerns and special request.
- Answer phones in a polite, friendly manner and assist clients with their request.
- Take bank deposits to banking facility
- Process sales transactions and ensure they are handled according to Company policies.
- Perform Opening and closing procedures
- Prepare all transfer requests correctly, from shipping/receiving merchandise and keeping all incoming and outgoing transfer packing slips in corresponding files.
- Assist and cooperate with corporate office on special requests, such as: drop shipments, RTV's, reconciling of store inventory, etc.
- Process and distribute repairs accordingly, prepare factory repairs via US Mail, assist clients with all repair service questions.
- Ensure store has all necessary supplies and materials.
- Ensure merchandise that client has purchased is properly packaged in corresponding box, cleaned, price tags removed, gift wrapped if requested.
- Assist Sales floor with typing/requesting Retail Replacement Cost Certificates.
- Prepare all packages for mailing and shipping.
- Participate with general store/office maintenance

## **Supervisory/Management Responsibilities**

- N/A

## **Physical Requirements**

- Required to stand up for long periods of time

## **Working Conditions and Environment**

- Schedule flexibility and availability required to accommodate store hours, including evenings and weekends

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- Multi-task environment at a fast pace level

## **Knowledge and Skills Required**

### **Education**

- High School Diploma

### **Experience**

- 1-3 years of administrative experience

### **Skills**

- Good Customer Service and selling skills
- Good interpersonal and communication skills (verbal and written)
- Detail oriented and good organizational Skills
- Teamwork
- Able to multitask in a fast paced environment
- Computer literate (MS Office)

## **Date Last Revised**

- August 2018