



Fleet Feet Sports
Sales Associate/FIT Specialist
Job Description

Hourly Position, Part & Full Time Positions - \$10- \$13 per hour

The Sales Associate/FIT Specialist will be responsible for delivering world-class customer service by putting the customer first as well as be knowledgeable in all aspects of the products we sell in the store. The ideal candidate will be an ambassador to the store, helping when needed and keeping busy & productive when it's slow in the store.

Specific details are, but not limited to:

1. Putting the customer first and taking care of their needs
2. Obeying all store policies including dress code, showing up on time and completing tasks without being reminded
3. Learning the Fleet Feet Sports FIT process for footwear and sports bras and performing these FIT processes consistently with store policies
4. Continuing to learn all products in the store. The expectation is that all Sales Associates/FIT Specialists know every detail of every product we sell.
5. Continuing to learn basic and advanced selling techniques (eg. PARED) and implementing lessons learned when working with the customer in order to deliver Fleet Feet Sports' high-level of customer service
6. Restocking the store during quiet times
7. Cleaning the store and fulfilling all tasks
8. Helping to merchandise the store
9. Attending the monthly staff meetings and participating in the meetings
10. Communicating with management on areas that can be improved in the store
11. Ability to attend special events held in the store after hours
12. Actively manage sales floor to increase/maximize profit

Skills/Qualifications

1. Customer focus
2. Two years retail experience highly desirable
3. Energetic and positive personality

4. Minimum high school diploma, college degree highly desirable
5. Strong communication skills
6. Outgoing & engaging – must be able to communicate with the customer
7. Strong desire to continuously learn products in the store
8. Self starter
9. Participating in the sport of running/walking and strong interest in the running/walking community highly desirable