



POSITION: Retail Sales Associate

Position Type: Non Exempt

Position Status: Part Time

MANAGED BY READING TERMINAL MARKET CORPORATION 501(c)3 *non profit*

READING TERMINAL MARKET IS ONE OF PHILADELPHIA'S MOST DYNAMIC AND DIVERSE PUBLIC SPACES. THE MARKET IS HOME TO 80 SMALL, MOSTLY FAMILY OWNED BUSINESSES AND HAS BECOME PHILADELPHIA'S MOST VISITED SITE, AMONG LOCALS AND TOURISTS ALIKE, ATTRACTING OVER 5.2 MILLION GUESTS IN 2024. THE MARKET REMAINS A PRIMARY GROCERY SHOPPING DESTINATION FOR THOUSANDS OF CUSTOMERS.

POSITION DESCRIPTION:

The primary goal of the Retail Sales Associate is to ensure the maximum shopping experience by providing the guest with outstanding customer service, which includes transacting store sales, facilitating guest service, and maintaining store stock levels and appearance. The Retail Sales Associate is expected to learn the Market's merchants' offerings, the Market building and be able to act as an ambassador for the Market to all guests.

The Retail Sales Associate must always maintain the highest-level of appearance by being neatly dressed in clean uniform and wearing identification. The Retail Sales Associate must ensure that the guest's shopping experience exceeds their expectation and facilitate exemplary customer service through the following:

- Greeting the guest promptly of their entering the sales area and determining their needs.
- Providing product information and assisting customers with selection.
- Ensuring that all sales are quickly and accurately transacted.
- Safeguarding Reading Terminal Market Retail Shop assets at all times.
- Abiding by all cash and credit card handling procedures.
- Ensuring that the guest is treated with courtesy and respect.
- Maintaining a clean and organized sales floor at all times.
- Reviewing inventory to ensure that all shelves and fixtures are filled with product (including all size runs of apparel) at all times.
- Demonstrating knowledge of products and services to guests.

Experience:

Retail Sales Associate must have prior experience in handling cash and credit card transactions. Previous experience in a fast paced and high-volume retail merchandise environment is preferred.

**Education and Qualifications:**

- High School diploma or GED preferred.
- Prior retail experience preferred.
- High energy, positive outlook, and enjoys customer interactions
- Demonstrated ability to work with limited supervision.
- Ability to thrive in fast paced flexible environment.
- Excellent verbal communication skills.

Work Environment and Physical Demands:

Frequently stand for up to 4 hours at a time.

Occasionally sit, kneel, bend, and/or reach.

Ability to lift at least 25 pounds on a regular basis.

Regularly use hands and fingers to record and complete transactions.