

**HTLC Ventures Inc**

**Organization: Hollerbach's Outfitters**

**Description: Retail Salesperson and Reservationist**

**Pay Scale: Hourly \$12.50-15.00 (25 hours per week)**

**Job Responsibilities:**

Serves customers by helping them to select products. Educate them on Sanford and Hollerbachs. Creating a pleasant and memorable experience. Answering phone calls. Filling Orders. Researching and ordering products.

**Retail Salesperson and Reservationist Job Duties:**

- Providing an excellent guest experience; Helping make selections, building customer confidence; upselling suggestions and opinions.
- Maintaining, Stocking, and Receiving products
- Cash handling and following opening/closing procedures
- Solid communication, etiquette, and interpersonal skills via Phone, and Electronically
- Answering phone/emails and handling Reservations and General Inquiries
- Ability to read, write and effectively communicate with customers, peers and management
- Ability to multitask, while being attentive to customers and remaining flexible to the needs of the business
- Ability to work as part of a team and take initiative independent of direct supervision on and off site
- Physical demands: This position involves constant moving, talking, hearing, reaching, grabbing and standing for at least two consecutive hours. May occasionally involve stooping, kneeling, crouching and climbing ladders
- Enthusiastic, friendly and energetic with a genuine desire to provide outstanding service as well as embrace German Culture and Customs

**Future and Current Hollerbach's Employees must maintain and create a positive work environment which follows our Company's three guiding principles:**

- 1. exceed expectations
- 2. return a profit
- 3. create a benefit for everyone involved in the process

**Shopkeeper Skills and Qualifications:**Listening, Customer Service, Meeting Sales Goals, Selling to Customer Needs, Product Knowledge, People Skills, Energy Level, Dependability, General Math Skills, Verbal Communication, Job Knowledge, Phone Skills, Must have good problem solving skills and time management -Previous customer service experience required - demonstrate leadership skills -Ability to work well with and lead other staff members