Sales Associate

**Definition of Class**
This is a non-supervisory position in which the incumbent coordinates and participates in the selling of merchandise and other goods. The incumbent is responsible for serving as the primary contact for customers regarding questions and concerns.

**Examples of Work Performed**
Provides information via telephone regarding availability and status of orders. Coordinates and participates in the selling and distribution of merchandise and other goods. Surveys customers for various information.

Responds to requests for products sent received via facsimile, telephone, on site, and/or internet. Routes products to customers in a timely manner. Accepts payment for products and sends written receipt of payment. Opens and closes counter when necessary. Maintains deposits when applicable.

Assists in display, coding and price marking of merchandise for sale.

Stocks shelves and notifies management of shortages. Receives incoming shipments. Verifies against purchase orders and invoices. Reports damaged merchandise and shipments.

Performs various clerical functions such as filing, order tracking, recording customer comments and complaints.

Serves as first contact to customers. Responds to various questions and concerns via email, phone, in person, etc.

Insures that shipping area is clean and organized.

Performs similar or related duties as assigned or required.

**Essential Functions**
These essential functions include, but are not limited to, the following. Additional essential functions may be identified and included by the hiring Department.

1. Coordinates and participates in the selling and distribution of merchandise and other goods.
2. Reports day-to-day activities to management.
3. Assists in inventory, restocking, display, and price marking of merchandise.

**Minimum Qualifications**
These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not
have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to The University of Mississippi's Department of Human Resources in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

**Physical Requirements:** These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements.

- **Physical Exertion:** The incumbent may be required to lift up to approximately 25 pounds.

- **Vision:** Requirements of this job include close and color vision.

- **Speaking/Hearing:** Ability to give and receive information through speaking and listening.

- **Motor Coordination:** While performing the duties of this job, the incumbent is frequently required to talk and hear and use hands to finger, handle, or feel. The incumbent is periodically required to stand; sit; reach with hands and arms; and stoop, kneel, crouch or bend. The incumbent is occasionally required to walk.

**Experience/Educational Requirements:**

- **Education:**
  Graduation from a standard four year high school or equivalent (GED).

- **Experience:**
  Six (6) months of experience related to the above described duties.

**Interview Requirements**

Any candidate who is called for an interview must notify the Department of Human Resources in writing of any reasonable accommodation needed prior to the date of the interview.

Rev. 04/01/2015

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