

## **LONDON DRUGS - JOB DESCRIPTION**

**JOB TITLE:** SALES SERVICE (Aisle)

**DATE:** September 2012

### **SUMMARY:**

This position is responsible for ensuring all customers receive a superior shopping experience. Individuals will be responsible for all aspects of the stocking and merchandising of a specific area of the general sales floor in a manner that complies with Company objectives, policies and procedures.

**REPORTS TO:** Reports to the Sales Supervisor of the specific area, DMGM and/or the management team.

### **SKILLS & ABILITIES:**

- Enthusiastic self-starter who drives sales.
- Ability to work quickly and accurately under pressure and with little supervision.
- Good cash handling abilities.
- Strong selling and customer service skills.
- Professional image, reflecting positively on the company.
- Excellent communication skills within a team environment.
- Demonstrate good interpersonal skills when dealing with customers, staff & management.
- Highly organized, able to multitask effectively, as well as stay calm under changing priorities and pressure situations.

### **ATTITUDE & CHARACTERISTICS:**

- A positive and proactive attitude.
- Takes initiative to solve problems.
- Demonstrates a high level of integrity.
- Willingness to learn and grow.
- High level of energy and enthusiasm.
- Demonstrates a mature, positive and professional attitude.

### **EDUCATION & EXPERIENCE:**

- Knowledgeable and efficient in cash register operations, scanning and bagging techniques.
- Have a good knowledge of store layout for customer inquiries.
- Familiar with product line in the specific area assigned.
- Must have good understanding of relevant technology used for the business.

### **DUTIES, RESPONSIBILITIES, & TASKS:**

- Maintain an in stock situation at all times in assigned areas.
- Have a thorough knowledge of general merchandise and store layout.
- Be aware and in tune to promotions, ads and any merchandising changes.
- Maintain inventory control and minimize shrink. Perform regular inventory replenishment audits.
- React to customer needs and wants in a positive manner.
- Plan for and give input to any changes within respective areas.
- Plan and organize time to achieve optimum results.
- Demonstrate open lines of communication with managers and peers.
- Communicate overstock problems to management and stock handlers.

- Ensure proper signage and labeling of sections.
- Maintain housekeeping to Company standards.
- Keep product knowledge up to date.
- Keep all sections merchandised to current plan-o-grams.
- Communicate with Stocking Team personnel and Stocking Team Leader.
- Demonstrate accurate use of forms, coupons and special offers.
- Assist in maintaining the integrity of the scanning system.
- Maintain cash drawer with adequate change.
- Maintain low level of cash (no large bills).
- Use of proper telephone manners and paging system.
- Follow the employee discount policy.
- Use proper cash handling procedures (as per policy).
- Be familiar and follow proper charge and debit card handling procedures.
- Be familiar with and report lost or stolen credit cards.
- Read and keep informed on all cashier memos and bulletins.
- At all times follow proper sign on/off procedures.
- Understand our mission statement.
- Be aware of daily cashier call order.
- Be familiar with all calls, 66, 33, code red.
- Ensure maintenance of overstock areas on sales floor and in receiving.
- Ensure regular and flyer orders are ordered for and a plan in place for execution of stock.
- Check aisles on an ongoing basis and to replenish stock where needed on ends and in regular sections.
- Organize and set priorities for each day, communicate to immediate supervisor.
- Establish adequate flyer quantities.
- Check over regular stock quantities and warehouse distributions and react as needed.
- Assist management in the training and follow up performance of stocking team members and back up aisle staff.
- Write orders to control inventory to appropriate levels while not running out.
- Good working knowledge of relevant technology used for the business.
- Maintain good organizational/cleanliness of receiving bays.
- Start and finish all shifts and breaks on time.

### **MERCHANDISING:**

- Ensure stock is properly rotated.
- Ensure expired goods are handled consistently and disposed of according to corporate procedures.
- Ensure regular and promotional signage is to standard, and promotional signs are completed before the advertisement commences by store opening.
- Ensure ad quantities and manager's specials are reviewed on a regular basis and reordered as needed.
- Ensure that plan-o-grams for all promotional areas are formulated long enough in advance to allow immediate supervisor to review and ensure completion before due date.
- Review distribution report with Sales Supervisors and Department Manager, General Merchandise and e-mail in concerns by due date.
- Control all direct vendors; follow up on outstanding orders, out of stocks, overstocks, returns following promotional events.
- Generate overstock and slow moving stock lists and bring concerns to the Supervisors and Department Manager, General Merchandise.

- Ensure counts, recalls and ad requirements are done correctly and on time.
- Ensure all areas of the general sales floor are set up, according to plan-o-grams and that any concerns or variations are brought to the attention of the Sales Supervisor or Department Manager, General Merchandise.
- Ensure the D.O.E. records are used properly.
- Ensure price shelf labels, sign and coupons are current.
- Report scanning errors to Store Pricing Coordinator.
- Ensure paid end compliance is 100% prior to due date.

### **CUSTOMER SERVICE & SALES:**

- Understand and maintain the “Superior Shopping Experience” concept.
- Provide prompt, friendly and efficient customer service.
- Develop rapport with customers to ensure their questions and needs are satisfied.
- Set daily goals with regard to sales, attachments and tasks. Follow-up regularly with management and other team members to share successes and challenges.
- Generate sales using effective selling techniques, suggesting accessories, “add-ons”, extended service plans, as well as effective merchandising to create extra sales opportunities.
- Ensure all customer service issues are referred to management in a timely basis within company guidelines.
- Be aware of the London Drugs product return, customer satisfaction, coupon redemption recycling and competitive pricing policies.
- Ensure any customer problems are handled quickly and in an equitable fashion.

### **LOSS PREVENTION:**

- Be aware of and comply with Loss Prevention policies and procedure specified for the department. Immediately report any discrepancies to the appropriate management person or Loss Prevention.
- Understand and follow company policies relative to staff purchases.

### **HEALTH & SAFETY:**

- Be aware of and promote safety standards to ensure both employee and customer Health and Safety.
- Create and maintain a safe, fair, and harassment free environment for all employees.

### **PHYSICAL DEMANDS:**

- Will be required to spend long periods of time standing.
- Will be required to move products, of various size and weight, on a frequent and efficient basis.
- Will be required to bend frequently.
- Will be required to wear walk talkie headset.

### **WORKING CONDITIONS:**

- Will be required to work independently.
- Will be required to work indoors with overhead florescent lighting

### **GENERAL REQUIREMENTS:**

- Understand and adhere to Company policy regarding the usage of Internet access and e-mail usage, where applicable.

- Understand and operate within the guidelines set out in the corporate privacy policy and other corporate communication relating to privacy issues.
- Keep up to date and comply with all Company policies and procedures.