



## Floor Staff – Job Description

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**Primary Responsibilities:** A successful Raven associate should be able to perform the following tasks with ease, after a 90-day on-boarding process. This position reports to the store manager.

### **Customer Service on the Sales Floor:**

- Greet all customers in a courteous and conversational manor.
- Provide information and connect products throughout the store.
- Listen to customer needs and identify solutions and options.
- An ability to work in a fast-paced environment, serving multiple customers at a given time.

### **Knowledge of product:**

- Foundational knowledge of shoe construction.
- Ability to perform a gait analysis, identify options and effectively communicate solutions with customer.
- Utilize store resources, like internet and training tools.
- Familiarity with product storewide.

### **Store presentation:**

- Ensure all product is on display.
- Display size runs should be full and organized.
- Back stock should be organized and easy to navigate.
- Maintaining tidy customer-facing areas.

### **Store/Sales duties:**

- Capability and familiarity with opening and closing duties.
- Assist with other store needs and functions as directed.
- Transfers and receives products correctly.
- Follows company policies and procedures.
- Strives to achieve store-wide metrics and sales goals.

### **Team Raven:**

- Eagerness and readiness to help team members and customers – live by the Golden Rule.
- Be kind and inclusive with fellow Ravens.
- Positively represent Skinny Raven in the community.
- Desire to better the Anchorage/ Alaska community.
- Always assumes the best from team members.

### **Attitude and motivation.**

- Comes to work on time and accountability of agreed work schedule.
- Works enthusiastically to improve community and store.
- Contributes to a positive work environment.
- Willing to work any needed hours or tasks (holidays, events, etc.)
- Able to accomplish tasks without reminders or supervision.
- Constant and earnest effort to accomplish duties.

