

<b>POSITION TITLE:</b>	Sales Associate (Athlete)	<b>POSITION NUMBER(S):</b>	1
<b>DEPARTMENT : (e.g., Division, Region, Department)</b>	Operations		
<b>UNIT: (e.g., Branch, Area, District)</b>	Store Name	<b>LOCATION:</b>	
<b>SUPERVISOR'S TITLE:</b>		<b>POSITION NUMBER/Grade</b>	M1

## SUMMARY

A Sales Associate at a Nike Store, often referred to as an "Athlete," plays a crucial role in creating a positive and engaging experience for customers while driving sales. They are the face of the Nike brand within the retail environment, embodying the company's passion for sports and innovation.

## KEY RESPONSINBILITES

- Actively listening to customers to understand their fitness wants and needs and exceeding their expectations.
- Handling customer inquiries and resolving complaints professionally and efficiently.
- Going the "extra mile" to drive sales and ensure customer satisfaction.
- Developing a deep understanding of Nike products, including their features, benefits, and technologies.
- Utilizing customer service skills, sales techniques, and product knowledge to connect customers with the right products and drive sales.
- Meeting and exceeding sales goals on a monthly, quarterly, and yearly basis.
- Employing up-selling and cross-selling techniques to maximize sales opportunities.
- Ensuring products are properly displayed and easily accessible.
- Assisting in creating and maintaining visual displays.
- Being a collaborative team player, supporting colleagues, and contributing to a positive work environment.

## KEY SKILLS

- Proactive and self-motivated approach
- Strong customer service and interpersonal skills, including excellent verbal communication.
- Ability to work effectively in a fast-paced environment and handle multiple tasks.
- Team-oriented with the ability to work collaboratively.
- Flexibility and reliability in work schedule.

## EDUCATIONAL/ PROFESSIONAL QUALIFICATIONS:

Graduate/ XII

## EXPERIENCE

1-14 Years of experience in relevant field, sports brand experience preferable