

BRASS BELL MUSIC STORE

Sales Associate

JOB DESCRIPTION

Summary: Brass Bell Music Store is a family-owned full-line retail music store in Milwaukee's North Shore, right on the border of Glendale and Whitefish Bay. Our mission is "Supporting Music in Our Community", which is at least a 30-mile radius from the store. We have about 70 retail and education staff, and our store consists of the following departments: Band & Orchestra, Combo, Print, Education, Repair, and School Services.

We are always interested in meeting qualified candidates to join our staff as new Sales Associates.

Job Type: Part-Time and Full-Time

Reports To: Shift Leader, Store Manager & Owner

Pay Rate: Commensurate with experience; ample opportunities for raises and growth

Customer Service Standards:

- Find solutions for customers, assure customer satisfaction, and make sure customers have an understanding of the value of our services and products provided to them
- Ability to know when you should and shouldn't be transferring customers to another employee, team leader or manager
- Make customers your #1 priority over projects and other distractions
- Offer prompt and courteous service to all those who enter the store, which includes making your presence known on the sales floor and assisting customers roaming the store
- Ensure that customers understand the reason a specific policy exists instead of simply stating the policy without an explanation; this upholds our integrity and maintains consistency and balance in dealing with our customers

Essential Job Functions that Uphold Customer Service Standards:

- Department upkeep and maintenance
- Possess the knowledge and skills to operate within your department, as well as point-of-sale system knowledge and basic knowledge of other departments
- Be prepared to work extra hours during special events and the store's two peak seasons of the year, September and December
- Make good decisions when under pressure, remain calm and maintain a sense of order during any unexpected situations
- Complete departmental "Beginning-of-Day" opening and "End-of-Night" closing responsibilities
- Be willing to be challenged, think outside the box, go the extra mile, give the extra mile, and show eagerness to do so
- Be able to lift 25 lbs (50 lbs for combo associates)
- Participate fully and contribute to departmental committee and store meetings
- Communicate with your Team Leader & Shift Leader if you are unable to complete a project in a timely manner

Marketing:

- Maintain current, organized, and exciting product displays relative to your department
- Increase sales through proper product knowledge and sales techniques, including follow-through and planting seeds

- Help set and accomplish departmental and committee marketing goals

To Apply:

- Fill out the Employment Application at https://www.brassbellmusic.com/images/BrassBell_Application.pdf
- Email Employment Application, resume, and optional cover letter to apply@brassbellmusic.com, or submit materials in person. (Note that submitting materials in person is not guaranteed to get you a meeting with a manager on the spot.)