



MASON • MUSIC

Retail Sales Associate

Job Description

Mission Statement:

“To inspire a growing community of people to be passionate about playing music and to teach them the skills necessary to do so with excellence.”

Job Objectives:

- To maximize sales of retail merchandise.
- To grow in knowledge and expertise of the products Mason Music stocks.
- To influence purchasing and merchandising decisions through feedback to Managers.
- To act in alignment with Mason Music’s mission and core values.
- To create raving fans of Mason Music.
- To contribute to a healthy studio culture.
- To execute duties as accurately and efficiently as possible.
- To strive for continual improvement over time.

Required Competencies:

Customer Focus	Achieve Sales Goals
Approachability	Dependability
Product Knowledge	Time Management
Integrity and Trust	Organizational Agility
Problem Solving	Decision Quality
Composure	Action Oriented
Product Enthusiasm	Technological Savvy
Persuasion	Money Handling Skills
Positivity	Relationship Building

Areas of Responsibility

I. Sales/Customer Service:

- Memorize and abide by Mason Music’s IMPACT guidelines
- Reach established sales goals
- Perform cashier duties (using Square for POS)
- Build relationships with customers in a way that generates return visits and word of mouth growth
- Make first lesson experiences remarkable
 - welcome, swag bags, buttons, teacher connect, etc.
- Participate in ongoing training for retail sales knowledge



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Identify and communicate opportunities for growth in retail

Selection

Merchandising

Marketing

II. Lesson Admin Duties:

Greet students for lessons and connect them with their teachers

Receive payments and paperwork for lessons

Communicate and sell Mason Music's lesson program to interested customers

Pricing/Policies/Contracts

Teaching Philosophy/Teachers

Uphold facility standards by maintaining a clean, welcoming environment with adequate levels of office supplies and retail inventory

Leave detailed notes for Studio Manager on events during shift

Report any maintenance repair issues to the Studio Manager

Goals and Accountability

Retail Sales Associates support the Studio Managers in reaching their goals. Retail Sales Associates report directly to their Studio Manager. The primary metrics by which a Retail Sales Associate's effectiveness and success will be measured are:

Gross Daily Sales

Items per ticket

Tickets per day

Weekly goals in these areas will be established in partnership with the Studio Manager and Retail Manager.

Communication/Meeting Cadence

The majority of communication after training will be done via notes left on a shared google sheet.

Occasional meetings may be called to discuss goals, performance, and strategies for increasing retail sales.

Compensation/Discount

Starting pay is \$10.50/hr and an employee discount will be included on gear and services.