



# VetterBrew HomeBrew Supply

2705 Cypress Drive  
Clearwater, Florida 33763  
Phone: 727-403-8548  
[www.vetterbrew.com](http://www.vetterbrew.com)

## **Sales Associate, VetterBrew HomeBrew Supply Job Description**

Hours: 20-25 hours/week

The candidate for Sales Associate of VetterBrew HomeBrew Supply will be an active member of the Tampa Bay Homebrewing community. Experience in beer brewing and winemaking expected.

### **Responsibilities**

- Ensure high levels of customer satisfaction through excellent sales service.
- Assess customers' needs and provide assistance and information on product features.
- Welcome customers to the store and answer their queries.
- "Go the extra mile" to drive sales.
- Maintain stock and ensure presentable condition of the store.
- Actively seek out customers in store.
- Remain knowledgeable on products offered and discuss available options.
- Process POS (point of sale) purchases.
- Cross sell/up sell products.
- Handle returns of merchandise.
- Team up with co-workers to ensure proper customer service.
- Build productive trust relationships with customers.
- Comply with inventory control procedures.
- Suggest ways to improve sales (e.g. planning marketing activities, changing the store's design, etc.).

### **Requirements**

- Proven work experience as a retail sales associate, sales representative or similar role.
- Basic understanding of sales principles and customer service practices.
- Proficiency in English.
- Basic Math skills.
- Working knowledge of customer and market dynamics and requirements.
- Hands-on experience with POS transactions.
- Familiarity with inventory procedures.
- Solid communication and interpersonal skills.
- A friendly and energetic personality with customer service focus.
- Ability to perform under pressure and address complaints in a timely manner.
- Availability to work flexible shifts.
- High school degree or GED.

Special Note: Lifting of some heavy material is required (~50-55 lbs.).