



---

**Job Title:** Sales Associate Clerk

**Department:** Sales

**Employment classification:** Full-time position, non-exempt

**Schedule:** M-F, between 8:00am-4:30pm

**Location:** Avon & Vail Valley

---

**Job Summary:**

This employee oversees the designated store location's sales activities, including retail sales, product and store presentation, and payment processing. This employee assists a variety of departments and employees in supplying and transferring daily materials into trucks. This position oversees inventory maintenance, Avon shipping and receiving, and inventory transfers. This person will maintain a clean, comfortable, and appealing storefront and showroom to increase the customer experience. Enrich customers' lives by providing a quality customer-driven experience with each visit.

---

**General Requirements:**

1. Valid Colorado Driver's License and clean driving record to enable commercial insurance coverage
2. Experience in similar roles such as customer service or sales
3. Proficient knowledge of Microsoft Excel, Word and Outlook
4. Ability to use computer and phone efficiently

**Physical Requirements:**

1. Must be able to lift and carry 80+ pounds.
  2. Must be able to lift 50+ pounds repetitively
  3. Must be able to navigate stairs.
  4. Must be able to bend and stoop.
  5. Must be able to climb ladders/stepstools.
  6. Must be able to shovel heavy snow for 15 minutes or longer.
  7. Must be able to pass and obtain Forklift Certification (to be provided by Colorado Pool + Spa Scapes).
  8. Job duties may include standing/sitting for 8 hours a day.
  9. Must be able to use equipment and power tools properly and safely.
- 

**Showroom / Point of Sale / Customer Service:**

1. Effectively use Evosus Software & Evosus Point of Sale to accurately document all clients purchases
2. Give in-store presentations for clients of new and replacement spas, hot tubs & covers
3. Provide digital and reagent water testing for walk-in customers
4. Provide exceptional customer service and communication in-person, email, and phone for clients
5. Follow up on sales orders; provide a timeline and communicate delays as needed
6. Demonstrate product knowledge of chemicals, parts, and Sundance and Jacuzzi spas to aid in the client experience
7. Receive part request calls to support customers in finding the best fit for their needs
8. Collaborate chemical and part deliveries with coordinator and document customer's request with access and contact information
9. Manage customer expectations and timeline when assisting requests for all departments

**Store/Lot Maintenance and Daily Operations:**

1. Maintain a welcoming and organized showroom and retail area; to include kitchen, bathroom, and warehouse
2. Complete necessary daily cleaning to maintain a clean area for clients and employees
3. Maintain showroom spa water weekly to best showcase the product to customers

**Inventory Management:**

1. Maintain accurate count of all chemicals and parts for an accurate inventory
2. Keep inventory up to date and monitor Evosus reports for accuracy of information
3. Supply & transfer materials for jobs to technician's vehicles
4. Provide a regular counting of physical inventory as requested for operational efficiency
5. Perform monthly scheduled vehicle inventory and physical vehicle inspections for repair and service technicians
6. Enter parts requisitions and review queues list daily to maintain current vehicle inventory for tech transactions
7. Submit customer & restock purchasing requests to purchasing agent for timely ordering
8. Receive products and packages and double-check proper product was received and communicate any discrepancies to purchasing agent
9. Ship products and materials in proper packaging, with an accurate tracking number, and follow up to ensure delivery



---

**Follow all policies and procedures of Colorado Poolscapes, Inc.** - Located in the employee manual/handbook.

---

**Supervision Received:**

- Supervised by Sales Manager
- 

**Team Collaboration:**

- Sales Manager – daily
  - Customers – daily
  - Technicians – daily
  - Warehouse Department – as needed
  - Department Managers – as needed
- 

**Core Focus:**

Enriching Lives – We believe that we enrich our employees, owners, clients, and vendors by using our core values and doing the right thing.

**Core Values:**

**Quality** (Workmanship/Efficiency/Present ideas and solutions)

**Does Right Thing** (Honesty/Integrity)

**Customer Driven** (Customer service, Communication)

**Team Player** (Works well with others, Positive attitude)

**Initiative** (Self-motivated, Innovative)

**Dedicated** (Hardworking/Engaged)