

Floor Staff Job Description (Level 2)

Overview:

Position Reports to: Store Manager; (Assistant Manager, Senior Floor Staff)

Hourly Pay Rate: (Range) \$7.25 - \$14.00

Work Schedule: Flexible; 10-35 hours per week, including weekends and holidays

Who we are:

Pacers Running is a locally-owned small business focused on celebrating the journey and accomplishments of all runners. Through our neighborhood retail locations and events, we provide the tools, environment and inspiration to keep our community healthy and support the sport we love.

We have five retail locations in Northern Virginia and Washington, DC. Our timing and race management company owns 18 races and manages over 70 additional races. We are proud to work with the best in the business and have been named among the Top Running Stores in America for multiple years. Needless to say, we love running and the opportunity to share our passion for a healthy community.

Who we are looking for:

Our floor staff are often a customer's first point of contact with our brand. Therefore, we want to knock that experience out of the park and welcome runners, new and seasoned, into our community. This role is responsible for providing a high level of customer service to each and every customer. Through conversation and engagement, must assess each customer's needs, recommend, select and help locate the right merchandise, be able to describe the product's features and benefits, demonstrate use and operation of the product and answer queries regarding the store, running and/or walking. The role includes mastering the Pacers Fit Process and being able to communicate findings as they relate to gait, running injuries and shoes.

We don't just sell shoes though, so we want our floor staff to be knowledgeable about all the items available in the store and the other thing Pacers offers - races, fun runs, etc. Sometimes this also means making suggestions about great local running routes, good coffee spots or local PTs! The demonstration of superior service and expertise by Floor Staff is the key to creating value and customer loyalty.

In addition to sales and service, this role is responsible for transferring & receiving inventory, stocking shelves, cleaning and tidying, operating various computer programs including the cash register, assessing store needs and communicating these to the manager, and any other task deemed necessary by the store manager. No day is exactly the same as the day before, so it's important to be flexible, nimble and team-oriented.

Your Qualifications:

- *Thrive in a customer-focused, dynamic environment
- *Ability to communicate and connect with all ages, races and genders
- *Passion for running and a healthy lifestyle
- *Ability to use computer-based software and applications
- *Be flexible, creative and team-oriented
- *Ability to work nights and weekends, and some holidays
- *Able to lift 40 pounds and climb ladders
- *knowledge of specialty running, retail or community building preferred