

west elm

Position: Sales Associate
Location: Store

Reports To: General Manager
Type: Full-Time/Casual, Non-Exempt

discover your purpose...

Inspire customers to express themselves in their home. Bring West Elm to life for our customers by connecting them to the product, inspiration & know-how that helps them tell their story at home. Drive sales by sparking connections & making lasting friends of West Elm.

who we are...

- Our mission is to offer choice in products & services, build community through connections with clients & collaborators & focus on honest business practices in everything we do, from supply chain transparency to sustainability.

who you are...

- Love to sell, can articulate a proven ability to exceed selling goals & most importantly can close a sale
- Succeed in a team environment, while able to work independently & manage your own time
- Thrive in an entrepreneurial environment & are constantly looking for ways to think outside-the-box
- Know what questions to ask your customers in order to understand their personal style & needs
- Enjoy discovering the customer's style, lifestyle & story to connect them to the right products
- Knowledgeable of all your neighborhood's treasures including the best flea markets, vintage shops, boutiques, dining & entertainment venues that help the customer layer unique items into their home
- Most successful when provided with clearly defined daily sales goals & metrics

at west elm, you will...

- Create engaging experiences for customers by sharing expertise on styling, decorating & entertaining
- Seek out & promote innovative ways to make West Elm a neighborhood destination for inspiration
- Consistently keep the store energy lively & upbeat for customers & your teammates
- Invite exploration of our unique, affordable, authentic, responsible product
- Suggest product to complement & complete initial selections to increase sales
- Provide strong follow-up to support & fulfill customer requests
- Share the stories, collaborations, craft & details behind our products to bring them to life for our customer
- Listen intently to discover customer aspirations, anticipate needs & suggest the right products
- Manage all aspects of a customer's expectations, clearly communicating product information, care, maintenance, timeframes & delivery
- Create lasting relationships with customers by capturing contacts, re-connecting & promoting all of the inspiration, events & services West Elm has to offer including the West Elm Credit Card, product launches, collaborations, how-to events, promotions & Home Stylist consultations
- Continually seek out inspiration, trends & ways to elevate product, decorating & styling expertise
- Be an authority on the best local services including florists, upholstery cleaners, landscapers, plumbers, etc.
- Be an expert on all local design magazines, bloggers & the design community to build relationships
- Collaborate with the store team by appreciating & valuing the talents & contributions of others
- Consistently seek out ways to help customers & your teammates
- Drive sales by clienteling & connecting customers to you & West Elm
- Fulfill a promise for customers by seamlessly processing & coordinating all aspects of their purchase
- Maximize all of the resources available to get the customer what they want & resolve any issues
- Be held accountable for the following brand competencies: operates with strategic agility, drives innovation & change, provides influential leadership, communicates effectively, develops self & others, creates teams & partnerships, focuses on the customer, models personal accountability, builds operations excellence & drives execution

what we're looking for...

- Unmatched ability to sell & a proven ability to exceed selling goals
- Passion for West Elm's product, creativity, craft, artisans & the neighborhood's treasures
- Excellent communication skills & passion for working with people
- Ability to build strong client relationships, referrals & connections within the community
- Excitement for the brand & products we sell & ability to style to West Elm's eclectic aesthetic
- Must be able to spend ample time on the sales floor focusing on customer needs
- Availability to work a minimum of three shifts per week, inclusive of three Saturdays & two Sundays per month, in addition to annual inventories & entire holiday season (November & December)
- Must be able to lift & mobilize medium to large items, up to 75 lbs., while utilizing appropriate equipment & safety techniques

bring your resume to life...

- Does this sound like you? If so, please submit your resume, cover letter & any additional materials that will give us a peek into your personal style at home (ie: Pinterest boards, Instagram, portfolio, personal website, lifestyle blog, etc).