

## **Description**

We are HALO! We connect people and brands to create unforgettable, meaningful, and lasting experiences that build brand engagement and loyalty for our over 60,000 clients globally, including over 100 of the Fortune 500. Our nearly 2,000 employees and 1,000 Account Executives located in 40+ sales offices across the United States are the reason HALO is #1 in our \$25B industry.

We are looking for a **Retail Sales Associate** who will be responsible for delivering exceptional customer service, assisting customers in finding and purchasing products, and contributing to the overall success of the retail **Meta store**. This role involves providing product knowledge, maintaining a neat and organized sales floor, and processing transactions accurately. The Retail Sales Associate is knowledgeable about the merchandise offered on site as well as on the e-Store. Being a team player and willing to pitch in at all levels is another key factor of this role. Reliability and punctuality are a must as the Retail Sales Associate and Store Manager handle the store independently and under minimal supervision.

This on-site position is located on the **Meta Campus** which houses multiple restaurants that employees have complimentary access to with a work schedule of **8:30am – 4pm PST / Monday – Friday**, no weekends!

## **Responsibilities**

### **Customer Service:**

- Greet customers warmly as they enter the store.
- Assist customers in finding products and provide recommendations based on their needs and preferences enhancing the shopping experience.
- Address customer inquiries and resolve complaints or issues promptly and professionally.

### **Product Knowledge:**

- Develop a comprehensive understanding of the store's product offerings.
- Stay up-to-date on product features, and pricing.
- Provide accurate information about product specifications and usage to customers.

### **Cash Handling:**

- Operate Point-of-Sale (Square) equipment, and handle transactions accurately.
- Manage cash and credit card transactions and balance the register.
- Process payments, returns, and exchanges in accordance with store policies.

### **Inventory and Merchandising:**

- Unpack merchandise, restock, re-fold and organize the storage room.
- Communicate inventory status and stock need to Store Manager.
- Place re-orders for merchandise as stock levels dictate.
- Complete additional tasks as designated by Manager.

## **Requirements**

- High school diploma or equivalent education required.
- 1+ years of retail customer-interface experience.

- Previous cashier experience, including handling returns/exchanges.
- Operates well under pressure especially during peak hours.
- Strong interpersonal and communication skills.
- Excellent customer service skills.
- Physical ability to stand for extended periods and lift and carry merchandise.
- Availability for occasional event support at client site, which can be outside of normal working hours.

### Nice to have, but not required

- Visual merchandising experience to create effective item displays.
- Point-of-Sale (Square) equipment experience.

This compensation range has been created in good faith based on information known to HALO at the time of the posting and does not include any potential benefits, however, such information will be provided separately when appropriate. The estimated hourly rate for this position is between \$20.00-22.00/hour USD.

### More about HALO

HALO is the global leader in branded merchandise, uniform programs, and recognition and incentive solutions. We partner with our clients to break through the clutter of our media saturated world and connect their brands to customers, employees and other audiences critical to their success. As a team member you can expect a positive culture of ingenuity, inclusion, and determination. We also offer:

- **Career Advancement:** At HALO, we love promoting from within. Internal promotions is the key to our exponential growth in the last few years. With so many industry leaders at HALO, you'll have the opportunity to accelerate your career by learning from their experience, insights, and skills and gain access to HALO's influential global network, leadership experiences, and diverse thinking.
- **Culture:** We love working here and know that you will too. You can expect a positive culture of *ingenuity*, *inclusion*, and relentless *determination*. We push the limits of possibilities and imagination by staying curious, humble, and provocative in order to break through yesterday's limit. Diversity is the source of our creativity and we thrive when each of contributes to an inclusive culture of respect, dignity, and equity mindset in everything we do. We keep our promise for excellence with an unrelenting commitment to achieving results and supporting one another to stay accountable, transparent, and dependable.
- **Recognition:** You're going to succeed here, and you can count on us to celebrate your wins. Colleagues across the company will join in recognizing your big milestones and nominate you for awards. Over time, you'll earn so much recognition that you can convert into gift cards, trips, concerts, and merchandise at your favorite brands.
- **Flexibility:** Most roles offer hybrid work. In addition, we pride ourselves on flexible schedules that help you find a balance between professional and personal demands. We believe that supporting our customers is the priority and trust that you and your manager will find a schedule to achieve that priority.
- **Work with your favorite brands:** HALO clients include over 100 of the Fortune 500 as well as thousands of mid and small-size organizations. You'll be on teams that are focused on the future of our industry and bringing our customers fresh ideas that are first-in-the-world.
- **Stay well at HALO:** At HALO, we have benefits that support all parts of your life and to find a work-life balance custom to you. *We offer easily accessible mental healthcare for you and*

*your family. HALO has multiple programs to help with life's challenges.* Our program focuses on behavioral health coaching, therapy and psychiatry, personalized skill development, and providing access to care for your dependents. In addition, we offer *nation-wide coverage* Medical, Dental, Vision, Life and Disability insurance, and additional Voluntary Benefits. Prepare your financial future with our 401K Retirement Savings Plan, Health Savings Accounts (HSA), and Flexible Spending Accounts (FSA).

HALO is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We insist on an environment of mutual respect where equal employment opportunities are available to all applicants without regard to race, color, religion, sex, pregnancy (including childbirth, lactation and related medical conditions), national origin, age, physical and mental disability, marital status, sexual orientation, gender identity, gender expression, genetic information (including characteristics and testing), military and veteran status, and any other characteristic protected by applicable law. Inclusion is a core value at HALO and we seek to recruit, develop and retain the most talented people.