

<b>Job Profile #:</b>	14556	<b>Grade:</b>	4
<b>Job Profile Title:</b>	Sales Assoc II	<b>FLSA Status:</b>	Non-exempt
<b>Position Title:</b>	Retail Sales Associate II	<b>Uniform Requirement (Yes/No):</b>	

Become one of the stars behind the show and become part of the world's most powerful entertainment brands. Our Company has one exciting mission: ***To entertain the human race.***

**PRIMARY PURPOSE:**

It is the primary duty of a Retail Sales Associate II to provide our Guests with exceptional guest service, maintain a consistent brand standard and a comfortable shopping experience.

**PRINCIPAL DUTIES AND RESPONSIBILITIES:**

- Engage all guests in a friendly manner using our SHOW Service Basics program to deliver WOW Moments
- Assist guests with their needs and drive sales
- Maintain a sales focused culture to achieve store goals
- Maintain a clean and safe environment and ensure product replenishment from stock room to guarantee our guest's ease of shopping
- Own the guest's experience and report any opportunities for improvement to Retail Management
- Follow all Retail, POS, and Cash Handling procedures
- Perform other job-related duties as requested

**SUPERVISION:**

None

**MINIMUM REQUIREMENTS:**

- High school diploma or equivalent
- Work varied shifts, to include weekends and holidays

**PREFERRED:**

- Six (6) months Retail Sales experience
- Six (6) months Cash Handling experience
- Bilingual
- Experience in a similar resort setting

**CERTIFICATIONS, LICENSES, REGISTRATIONS:**

- Alcohol Awareness Card
- Health Card
- State Gaming Requirements

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Maintain a high level of Collaboration inside and outside of the Retail Division
- Ability to operate a Retail POS system
- Experience in building customer relationships and the ability to maintain and grow a client book
- Able to effectively communicate in English, in both written and verbal forms
- Excellent organizational skills to function effectively under time constraints and within established deadlines, with particular attention to detail

- Excellent customer service skills and interpersonal skills to effectively communicate with all business contacts

**WORKING CONDITIONS:**

\*This is not intended to include every duty or responsibility of the job nor is it intended to be an all-inclusive list of the skills and abilities required to do this job.

This position may require strenuous physical activities and exposure to pipe, cigar and/or cigarette smoking. An ability to work a flexible schedule, including extended hours, weekends and holidays may also be required.

If you are an individual with a disability and need a reasonable accommodation for any part of the application process, or to perform the essential functions of a position, please click the following link: <http://www.mgmresortscareers.com/careers/contact-us.aspx>

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**Physical/Sensory Requirements & Work Environment Form**

This is a required checklist for attachment to Position Descriptions. It clarifies the smallest components of the mental and physical requirements of the job. Check all areas that are essential in performing the job, according to the essential functions section in the position description guidelines. Signatures are to be obtained at the time of interview for the position.

	Physical Requirements		Work Environment		Mental Requirements
	Balancing	X	Communication		Analytical
X	Bending	X	<i>Verbal</i>		Clerical
X	Carrying	X	<i>Written</i>	X	Comprehension
X	25pounds		Confined area		Crisis incidents
X	Clear speech	X	Contacts	X	Customer service
X	<i>simple</i>	X	<i>works alone</i>	X	Decision making
	<i>complex</i>	X	<i>works around others</i>		Fatigue
X	Climbing	X	<i>works with others</i>	X	High pressure
	Crawling	X	Exposure to dust / dirt	X	Judgment
	Crouching		Exposure to fumes / odors	X	Long hours



	Distant vision	X	Extreme cold	X	Math skills
	Driving	X	Extreme heat		<i>advance</i>
	<i>auto/van</i>	X	Fast pace	X	<i>basic</i>
	<i>limousine</i>		Hazardous conditions	X	Memorization
X	Flexibility		<i>Chemicals</i>	X	Organization
X	<i>upper body</i>		<i>high structures</i>		Perception
X	<i>lower body</i>		<i>high voltage</i>	X	Reading
X	Hearing/Listening	X	Indoors	X	<i>simple</i>
X	Kneeling	X	Noise levels		<i>complex</i>
X	Lifting	X	<i>low to moderate</i>	X	Repetition
X	<i>25 pounds</i>		<i>high</i>		Safety hazards
	Near vision		Office conditions		Tight deadlines
X	Normal vision	X	Outdoors		Working conditions
X	Pushing/Pulling		Restricted area	X	Writing
X	Reaching	X	Shifts	X	<i>simple</i>
	Sitting	X	Smoke		<i>complex</i>
X	Standing		____% Travel		
	<i>5 hours minimum</i>				
X	Stooping		Vibration		
	Typing	X	Wet/Humid		
	<i>__w.p.m.</i>				
X	Walking				