SALES ASSOCIATE

Job Ref. No: #JDMPR1362

2024 - 2025

- **Company Name** : Moris Media LLC
- **Designation** : Sales Associate
- **Job Type** : Full Time
- **Industry** : Media & Marketing Industry
- **Department** : Sales & Marketing Department
- **Work Model** : Remote
- **Salary** : Negotiable Salary

www.morismedia.com

About morismedia

Moris Media is a professionally managed public relations, digital marketing and reputation-management organisation with 12+ years of industry experience, recognised as one of the world's leading PR and digital marketing boutique agencies, working across 40+ countries.

Job Summary

Moris Media is currently hiring for a **Sales Associate** in Malaysia. This job may require you to interact directly with customers, providing exceptional service and support while promoting our products and services. As a Sales Associate, you will play a vital role in driving sales by building rapport with customers, understanding their needs, and recommending suitable solutions. You will be responsible for processing transactions, maintaining product knowledge, and ensuring a positive customer experience.

In this role, you will actively engage with customers, answering inquiries, addressing concerns, and guiding them through the purchasing process. You will be expected to maintain a thorough understanding of our product offerings, staying up-to-date on new releases and promotions. By demonstrating excellent interpersonal skills and product knowledge, you will build lasting relationships with customers and contribute to their overall satisfaction. Additionally, you will be responsible for maintaining the store's appearance, assisting with inventory management, and adhering to company policies and procedures. If you are a customer-oriented individual with a passion for sales and a commitment to providing exceptional service, we encourage you to apply for the Sales Associate position at Moris Media.

Primary Responsibilities

- **Customer Engagement:** Proactively greet and engage customers, offering assistance and creating a welcoming environment.
- **Needs Assessment:** Actively listen to customers' needs and preferences to recommend suitable products or services.
- **Product Expertise:** Maintain a comprehensive understanding of Moris Media's products, services, features, and benefits.
- **Sales Presentations:** Deliver informative and engaging presentations on products, highlighting their value and addressing customer questions.
- **Transaction Processing:** Efficiently process sales transactions, including cash, credit card, and other payment methods.
- **Relationship Building:** Build rapport and establish lasting relationships with customers to encourage repeat business.
- **Upselling and Cross-Selling:** Identify opportunities to upsell or cross-sell relevant products or services to enhance customer satisfaction and increase sales.
- **Problem Resolution:** Address customer concerns and complaints promptly and professionally, ensuring a positive resolution.
- **Store Maintenance:** Maintain a clean, organized, and visually appealing store environment.
- **Inventory Management:** Assist with inventory tasks, including receiving shipments, restocking shelves, and conducting inventory counts.
- **Visual Merchandising:** Implement visual merchandising strategies to create attractive displays and showcase products effectively.
- **Product Knowledge:** Continuously learn about new products, features, and promotions to stay current and

inform customers accurately.
- **Team Collaboration:** Work collaboratively with other sales associates and store management to achieve team goals and provide seamless customer service.
- **Sales Goals:** Strive to achieve individual and team sales goals through consistent effort and effective sales techniques.
- **Policy Adherence:** Adhere to company policies and procedures, ensuring compliance with sales practices and customer service standards.

Required Skills

- **Communication Excellence:** Strong verbal and written communication skills, including the ability to articulate product benefits in a compelling and creative way.
- **Interpersonal Skills:** A knack for building rapport with customers, making them feel valued and understood.
- **Creativity:** The ability to develop unique sales approaches, engaging presentations, and creative solutions to customer needs.
- **Enthusiasm:** A positive and energetic attitude that creates a welcoming atmosphere for customers.
- **Adaptability:** The flexibility to adjust communication styles based on customer preferences and needs.
- **Persuasion:** The ability to influence customers' decisions and guide them towards a purchase.
- **Active Listening:** A genuine interest in hearing customer concerns and questions, responding thoughtfully and empathetically.
- **Problem-Solving:** The ability to identify and resolve customer issues quickly and effectively.
- **Time Management:** Efficiency in handling multiple tasks and prioritizing responsibilities in a fast-paced retail environment.

Experience:

- **Sales Experience:** 1-3 years of experience in a retail sales or customer service role.
- **Product Knowledge:** Demonstrated ability to quickly learn about new products and effectively communicate their features and benefits.
- **Customer Service:** A track record of providing excellent customer service and exceeding customer expectations.

Additional Requirements:

- **Willingness to Travel:** Openness to occasional travel for training, conferences, or store support.
- **Tech Savviness:** Comfort with using point-of-sale systems and other retail technologies.

Qualifications & Experience

- **Education:** High school diploma or equivalent. Some college coursework or an Associate's degree in Business, Marketing, or a related field is a plus.
- **Technical Proficiency:** Familiarity with point-of-sale (POS) systems, basic computer skills, and the ability to learn new software quickly.

Technical Requirements:

While not directly applicable to the Sales Associate role due to its in-person nature, the following technical specifications are essential for the company's broader operations:

- **High-Performance Laptop or Desktop:** Used by various teams to manage inventory, track sales data, and maintain customer records.
- **High-Speed Broadband Internet Connection:** Necessary for seamless communication between stores, accessing cloud-based resources, and processing online orders.
- **Virtual Workstation:** Utilized by some employees for remote work, training, or collaboration.

Additional Requirements:

- **Open to Travel:** Willingness to travel occasionally for training, conferences, or to support other store locations (as needed).

Salary and Benefits:

We offer a competitive salary and benefits package commensurate with experience and qualifications. The specific salary range will be discussed during the interview process.

Application Process:

If you meet the above qualifications and are passionate about delivering exceptional customer service while contributing to our sales goals, we encourage you to apply by clicking the button below.

Apply Only Through the Official Job Page

Candidates must review the complete job description, eligibility requirements, work model, location and experience expectations before submitting accurate and updated information through the official application form.

Submitting an application does not guarantee shortlisting, an interview or employment. Moris Media does not request registration charges, security deposits, training fees or candidate payments through its official recruitment process.

APPLY ONLINE HERE

Career Opportunities Across Borders

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