



# Guest Experience Specialist (Sales Associate)

Contact: PETCO

Email: [petco@countyjobs.careers](mailto:petco@countyjobs.careers)  
[https://al-etowah.countybuyselltrade.com/jobs/guest-experience-specialist-sales-associate\\_arnold\\_86354](https://al-etowah.countybuyselltrade.com/jobs/guest-experience-specialist-sales-associate_arnold_86354)

Address: 375 Pacific Blvd SW Ste A, Arnold  
Price: Check with seller

**Details** Apply Our vision at Petco is Healthier Pets. Happier People. Better World. We're making things better for pets, people and the planet through our Think Adoption First philosophy, the Petco Foundation and other important initiatives that focus on putting animals first, educating pet parents and reducing our carbon footprint. The journey starts with knowledgeable, passionately engaged associates who are proud to recommend Petco as a place to work, who believe in our Vision and who are committed to delivering a superior customer experience. From our retail stores and our network of Distribution Centers to our Corporate offices, you'll work with others who share your values and commitment. We seek individuals who are passionate about animal welfare, have great people skills and are driven to grow and advance in their careers with us. Our ongoing growth is creating exceptional opportunities for professional development and personal enrichment throughout our organization.

**Purpose Statement** Provides optimal guest experience services. Assists guests in the proper selection of merchandise in accordance with their identified needs. Demonstrates a high level of interest in the welfare, health, and proper handling of all animals. Performs cashiering duties. Performs related duties in support of the store attaining its assigned sales goal. Ensures merchandise is properly stocked and priced. Adheres to established operational guidelines and store policies and procedures. Evaluates guest inquiries and as needed refers to Guest Experience Leader and/or Leader on Duty. **Key Accountabilities** The incumbent must be able to consistently perform all the following duties and responsibilities with or without a reasonable accommodation. Ensures the health and well-being of live animals by providing the correct care in accordance with the established Petco standards, policies and procedures including the completion of the hourly animal health check and wellness cards. Interacts professionally and effectively through verbal and written communication with all professional contacts with an emphasis on company interests. Provides prompt and courteous service to all Petco guests by determining their needs and sharing product knowledge to suggest the appropriate merchandise, and by effectively employing suggestive selling techniques to increase individual sales. Demonstrates knowledge in nutrition, Pals Rewards membership sign-up, Welcome to the Family and effective suggestive selling techniques to increase sales. Ensures an exceptional guest experience for all Omni-channel initiatives, to include but not limited to

Instacart, Extended Aisle and Pallet Delivery. Performs all aspects of point-of-sale service, e.g. cash sales, credit and check sales, returns and exchanges. Performs the daily bookend cash drawer reconciliation. Ensures proper stocking and pricing merchandise according to established standards. Completes all required transfer transactions.



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