Rally House, Sampler Stores LLC Job Description

Position Title: Teammate (Retail Associate)
Department: Retail
Location: Store

Pay Type: Hourly
Exempt Status: Non-Exempt

Job Description

The Teammate supports the success of the store by delivering a welcoming and engaging experience for guests while completing daily tasks with care and consistency. This role contributes to sales, merchandising, and operations through strong teamwork, attention to detail, and a willingness to take initiative. The Teammate helps create a positive store environment and represents the Rally House brand with energy and professionalism.

Competencies

- **Social:** Brings energy and enthusiasm to interactions with customers and teammates. Initiates conversations, builds connections, and helps create a fun, welcoming environment.
- **Customer Centric:** Puts the customer first in every interaction. Listens to understand needs, offers helpful recommendations, and takes ownership of creating a great experience.
- **Action Oriented:** Takes initiative and gets things done. Sees what needs to be done and acts without waiting to be asked. Maintains urgency and follows through on commitments.

Responsibilities

People

- Demonstrate Rally House values through positive teamwork and engagement with peers
- Seek feedback and apply coaching to improve performance
- Actively participate in training and skill drills to build service capability
- Contribute to a welcoming, energetic, party atmosphere

Operations

- Complete assigned tasks accurately and on time
- Follow playbooks, loss prevention and safety guidelines consistently
- Report operational issues, shortages, or concerns to leadership
- Build working knowledge of store systems and daily processes

Merchandising

- Execute merchandising tasks as directed (folding, hanging, replenishment, recovery)
- Support floor moves and transitions under leadership guidance
- Maintain clean, organized fixtures and back-of-house areas
- Protect brand standards through attention to detail

Service

- Deliver a welcoming, energetic customer experience using the Party model
- Engage customers, identify needs, and recommend products
- Resolve basic customer issues and escalate when needed
- Represent Rally House with enthusiasm and professionalism

Results

- Contribute to daily sales goals through service behaviors

This job description is not an exclusive or exhaustive list of all job functions that a team member in this position may be asked to perform. Based on business needs or guest service objectives, the incumbent in this position may be asked to perform other duties in addition to those listed above.

- Support promotions, launches, and event execution
- Take ownership of personal performance metrics (conversion, UPT, AT)

Skills and Knowledge

- Clear and effective communication skills
- Ability to work effectively in a fast-paced, team-oriented environment
- Time management skills with the ability to prioritize tasks
- Enthusiastic attitude with a passion for sports and retail

Qualifications

- Must be at least 16 years of age
- Previous customer-facing experience preferred

Physical Requirements

- Must be able to stand and walk for extended periods of time
- Ability to lift up to 50 pounds
- Ability to bend, reach, and climb ladders

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