

# Job Descriptions



## **Position:**

- Sales Associate

## **Reports To:**

- General Manager/ Store Manager

## **Essential Functions:**

- Understands the business of fashion and retail brands and is able to work with levers and KPI's to drive business performance.
- Provide service that excites and captivates the customer, offering an abundance of magical, whimsical and unforgettable experiences.
- Builds relationships to create Juicy clients.
- Connects with the customer and facilitates an understanding of the brand through behavior, product presentation and service.
- Considers the needs of the customer in creating a compelling selling environment that delights the Juicy customer, engages them in product and environment and create sales.
- Seeks ways to build relationships with customers so they become regular Juicy clients and prefer the Juicy brand and product.

## **Major Responsibilities:**

### **Sales and Service:**

- Exemplify the highest level of customer service standards while providing a friendly and enthusiastic environment to all customers and clients
- Achieve and exceed set individual and store sales goals
- Maintain and accurate, organized and effective client book with accurate records of customer history and profile
- Greet and acknowledge all customers, as well as provide information to all customer inquiries by demonstrating knowledge regarding the merchandise and company
- Maintain knowledge of, and adhere to all company incentives, promotions and events

### **Operations:**

- Maintain the visual and operational standards of the store and company at all times, and replenish sizes and quantity of merchandise on the floor
- Maintain the fitting rooms, and place and remove merchandise as necessary
- Assist customers with any special services, including: Special packaging and gift-wrapping, checking the inventory and locating merchandise, charge sends and special orders, and courier services
- Accurately and efficiently process sales transactions through the POS retail operating system and maintain accurate register and inventory records

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## **Team Responsibilities:**

- Complete tasks and objectives listed on daily touch-base or as directed by management
- Communicate and resolve with management and team any customer and /or operational issues as they arise
- Help deter loss prevention and minimize loss by following company guidelines and procedures by offering excellent customer service
- Adhere to all company policies and procedures

## **Skills and Knowledge & Experience:**

- HS diploma required
- 1-2 years retail sales experience, specialty in a clienteling environment preferred
- 1-2 years customer service experience
- Fashion awareness
- Effective time management skills, and a proven ability to execute multiple tasks simultaneously
- Ability to contribute to an effective and productive team/work environment

## **Physical Requirement:**

- Ability to be mobile on the sales floor and store for extended periods of time in a fast paced environment
- Proven ability to work with retail operating systems, and handle PC and scanning equipment
- Proven ability to handle and place merchandise

\* Job responsibilities and functions are not limited to the above. We as Juicy employees must always ensure that all functions of our position are represented with the highest level of professionalism, responsibility and fun.