

Job Descriptions



Position:

- Supervisor

Reports To:

- General Manager, Store Manager, Assistant Manager

Essential Functions:

- Understands the business of fashion and retail brands and is able to work with levers and KPI's to drive both personal and associate performance
- Leads and inspires by example; motivates associates to reach set goals
- Assists in proactively looking for ways to maximize the brand and business
- Helps foster a positive and results oriented atmosphere that celebrates successes and achievements
- Ensures that merchandising, replenishment and assortment are a constant focus
- Ambassador and promoter of the Juicy Couture Brand; ability to uphold brand expectation in personal presentation and style

Major Responsibilities:

Sales and Service:

- Exemplify the highest level of customer service and merchandising standards while providing a friendly and enthusiastic environment to all customers and clients
- In partnership with the Store Management Team, ensure store meets or exceeds sales goals
- Meets and/or exceeds individual management contribution goal
- Ensure that staff coverage meets the needs of the business by flexing associates appropriately on the selling floor and stock rooms as needed
- Respects and deals fairly with employees, vendors and customers as a representative of the company and the brand
- Maintains knowledge of, adheres to, and communicates effectively to associates and customers 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
- Assist in training and motivating all associates through the brand programs in sales, customer service and product knowledge
- Ensure brand standards are met from a merchandise and visual standard perspective as well as maintenance of physical plant
- In partnership with Store Management team, assist in managing store operating procedures (Inventory procedures, cash and media controls) to minimize store losses

Team Responsibilities:

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- Assist in planning and adjusting daily responsibilities of associates to meet business goals
- Hold team accountable to achieving goals
- Recruit and refer qualified candidates to build a strong talent pool
- 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
- Assist Store Management team in store daily operations including communicating sales goals, business trends and corporate directives
- Assist in training new hire employees in customer service and product knowledge expectations
- Ensures associate compliance with company established policies and procedures
- Assist in the development of associates

Skills and Knowledge & Experience:

- HS Diploma required / BA preferred
- 1-3 years retail management experience, specialty in a clienteling environment
- 1-3 years customer service experience
- Fashion product knowledge
- Effective communication, organization and leadership skills

Physical Requirement:

- Ability to lift and mobilize items, up to 75 lbs, while utilizing appropriate equipment and safety techniques
- 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 retailing 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.