

MICHAEL KORS

JOB DESCRIPTION- SALES ASSOCIATE

JOB PROFILE

Job Title: **Sales Associate**
Reports to: Store Manager, Assistant Store
Division: Retail

MAIN JOB OBJECTIVE

To achieve sales goals and develop lasting client relationships. These initiatives are achieved by providing the highest level of customer service and complying with all company policies, procedures and directives.

ESSENTIAL JOB RESPONSIBILITIES

Sales Generation:

- Meet sales goals
- Utilize the elevated levels of sales and service to maximize sales performance
- Demonstrate an in-depth knowledge of the merchandise
- After closing a sale, monitor all details including: shipping, alterations (if applicable) and special requests to ensure customer satisfaction
- Comply with all sales related policies and procedures
- Maintain a keen interest in the fashion industry and market trends

Customer Service:

- Provide the highest level of customer service
- Build and maintain repeat clientele; utilize client book
- Resolve all client problems and complaints quickly and effectively, ensuring client satisfaction

Operations:

- Keep selling floor and merchandise neat, organized and stocked
- Assist in the maintenance of all inventory in the stockroom and on the selling floor
- Assist in all areas of stock, shipping, receiving protocol/policies and all shipping/ receiving related paperwork.
- Participate in inventories
- Comply with all Point-of-Sale policies and procedures
- Properly execute all relevant register functions
- Ensure image and grooming standards are professional and reflective of the brand image, at all times
- Adhere to work schedule, inclusive of time and attendance
- Participate in all relevant training and development seminars, programs and meetings as directed by store management

WORK EXPERIENCE

2 years retail experience

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COMPETENCIES	
Action-Oriented	Full of energy for the things he/she sees as challenging, not fearful of acting with a minimum of planning, seizes more opportunities than others.
Dealing With Ambiguity	Can effectively cope with change; can shift gears comfortably; can decide and act without having the total picture; isn't upset when things are up in the air; doesn't have to finish things before moving on; can comfortably handle risk and uncertainty.
Approachability/Listening	Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; build rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it.
Business Acumen	Knows how businesses work; knowledgeable in current and possible future policies, practices, trends and information affecting his/her business and organization; knows the competition; is aware of how strategies and tactics work in the marketplace.
Composure	Is cool under pressure, does not become defensive and irritated when times are tough, is considered mature and can be counted on to hold things together during tough times, can handle stress, is not knocked off balance by the unexpected, is a settling influence in a crises.
Creativity	Comes up with a lot of new and unique ideas; easily makes connections among previously unrelated notions; tends to be seen as original and value added in brainstorming sessions.
Customer Focus	Dedicated to meeting the expectations and requirements of internal and external customers; acts with the customer in mind, establishes and maintains effective relationships with customers and gains their trust and respect.
Ethics and Values	Adheres to an appropriate (for the setting) and effective set of core values and beliefs during both good and bad times; acts in line with those values; rewards the right values and disapproves of others; practices what he/she preaches.
Humor	Has a positive and constructive sense of humor; can laugh at him/herself and with others; is appropriately funny and can use humor to ease tension.
Integrity and Trust	Is widely trusted, is seen as a direct truthful individual, can present the unvarnished truth in an appropriate and helpful manner, keeps confidences, admits mistakes, doesn't misrepresent him/herself for personal gain.
Interpersonal Savvy	Relates well to all kinds of people, up, down, and sideways, inside and outside the organization; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can diffuse even high-tension situations comfortably.
Listening	Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
Organizing	Can marshal resources (people, funding, material, support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges information and files in a useful manner.
Patience	Is tolerant with people and processes; listens and checks before acting; tries to understand the people and the data before making judgments and acting; waits for others to catch up before acting; sensitive to due process and proper pacing; follows established process.
Priority Setting	Spends his or her time on what's important, quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.
Drive for Results	Can be counted on to exceed goals successfully is constantly and consistently one of the top performers; very bottom-line oriented; steadfastly pushes self and others for results.