

Department Manger - Invitation

Job description:

Responsible for building and maintaining relationships with customers and team members in order to achieve established sales and customer service goals while assisting customers in creating and selecting custom stationery wardrobes.

Basic Requirements*:

CUSTOMER SERVICE SKILLS

- Welcome, assist and approach customers following store procedures
- Promote products, services and special offers
- Operate cash register
- Take custom orders
- Answer phone and take messages
- Book appointments for invitation department
- Assist customers with order's pick up
- Prevent shoplifting

INVITATION SKILLS

- Merchandise and Custom Product Knowledge
- Able to understand and evaluate customer preferences when showing products
- Able to effectively manage and assess needs between different customers and orders to meet specific deadlines
- Accurately write and process customer's orders with vendors
- Ensure that products displayed in the invitation dept. are accessible to view by customer
- Ensure that books are stored properly (floor and basement)
- Ensure that invitation department display areas are clean and that all merchandising signs are visible
- Ensure that books, samples, manuals are updated and in correct
- Maintain invitation department store supplies in-stock
- Quality check incoming orders
- Prepare paperwork for billing
- Prepare merchandise and customer sample for pick-ups
- Properly label store sample
- Properly store customer files (pending, working and done)

MANAGEMENT SKILLS:

- Responsible for Invitation Associates
- Key Holder
- Responsible for organizing and prioritizing daily orders to be processed
- Liaise with buyer to report vendor sales and new book additions

LEADERSHIP SKILLS:

- Lead the custom department team associates
- Responsible to update associates' product knowledge

NON-TECHNICAL SKILLS

- Attendance (be on time for your shift / call ahead of time if you cannot make it)
- Attitude (positive attitude / respect all team members)
- Adhere to dress code

- Demeanor around customer must be appropriate
- Ask Store Manager for tasks when unsure what's to be done next
- Assist Store Manager

The candidate must be:

- Able to interact enthusiastically with customers
- Detail oriented
- Top-notch customer service focused
- Motivated with high energy
- 16 years of age or older

Retail sales experience is strongly preferred. Stationery/paper/gifts enthusiast a plus.

Hours:

- Monday – Friday (days to be decided): 11 am to 9:30 pm
- Saturday and Sunday (alternating weekends): 11 am to 7:30 pm
- All Holidays, excluding July 4th, Labor Day, Thanksgiving Day, December 25th and January 1st

If you are not available for the hours above please clearly indicate on the application your availability.

Salary/Wage:

Not disclosed

*Above requirements do not exclude extra responsibilities that are not mentioned here.