

Department Manager - Merchandise

Job description:

Responsible for building and maintaining relationships with customers and team members in order to achieve established sales and customer service goals.

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
- Take, review and place custom orders
- Process customer returns

MERCHANDISE SKILLS

- Product Knowledge
- Ensure that products displayed have barcode and price
- Ensure that products displayed are accessible by customer
- Ensure that merchandise is stored properly (floor and basement)
- Ensure that display areas are clean and that all in-stock merchandise is displayed
- Maintain store supplies in-stock
- Check incoming merchandise orders
- Price/Date/Label merchandise

MANAGEMENT SKILLS:

- Responsible for Floor Junior and Senior Associates
- Key Holder
- Responsible for opening and closing duties
- Obtain change each morning
- Reconciliation of Cash Register
- Settling of Credit Card
- Responsible for replenishing the floor
- Process of customer returns in QuickBooks
- Responsible for the data entry of merchandise invoices in A/P
- Responsible for the date entry of merchandise payments in A/P
- Liaise with buyer to report products turnaround and re-order needs

LEADERSHIP SKILLS:

- Lead the team of junior and senior floor 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.