



Here's what's possible for H&M SALES ADVISORS:

We don't call them "salespeople" or "sales associates" because that's not what we do. Our Sales Advisors are here to ensure that our customers enjoy a fantastic shopping experience, whether it's offering them garment options or answering simple questions such as locating the fitting rooms. Because, in the end, we believe that our clothes will sell themselves. Our customers just need someone to engage them and offer advice, from time to time, to figure out what's possible for their personal style.

Title: Sales Advisor

Function: Sales

Department: Store

Reports to: Department Manager, dotted line to Department Supervisor

Direct Reports: None

Overall Job Function: Optimizes the store's selling by providing the customers with a pleasant shopping experience, including providing customers with garment options and direct service.

Job Responsibility including but not limited to:

Customer Service:

Provide excellent direct and indirect customer service according to H&M standards and meet the 5 basic demands on the selling floor, in the fitting room and at the cash point

Answer phones courteously and promptly

Job Knowledge:

Actively work with garments, including processing, stocking, replenishing, folding, hanging, displaying and merchandising per H&M guidelines, to maximize selling opportunities

Ring on the register, report and handle all required transactions, issue receipts and pack merchandise

Unload delivery truck, receive, open and unpack merchandise and label merchandise with security tags

Efficiency:

Execute reductions, price changes, transfers and cash register routines

Utilize established H&M policies and procedures to assist in loss prevention and safety for the store and partner with store management as needed

Team Player:

Work effectively with team members to ensure the selling floor, cash point, fitting rooms and stockroom are clean and well maintained per H&M's store standards

Adhere to H&M values and internal standards policies and procedures contained in the H&M Employee Handbook

Financial Accountability: None

Minimum Candidate Qualifications:

High School graduate or equivalent preferred

6 months of experience in customer service, retail industry preferred

Ability to lift in excess of 20 pounds

Ability to stand for long periods of time, bend, stretch, engage in repetitive motions, push, pull and carry items (mannequins, clothing, totes, torsos, etc.) for a short distance

Ability to climb a ladder and use a step stool

Competencies:

Excellent customer service skills

Ability to recognize and execute selling opportunities

Ability and willingness to run a cash register

Good communication and organizational skill

Ability to multitask in a fast-paced environment

Ability to take initiative to complete tasks and solve problems

Ability to meet deadlines

Ability to manage time and prioritize

Must be able to work a flexible work schedule including nights and weekends

Job Status: Nonexempt, Hourly (Part-Time or Full-Time)

Accommodation:

H&M will accommodate disabilities during the recruitment and selection process.

If a job applicant requests accommodation from H&M, H&M will consult with the job applicant and make adjustments that best suit their needs.

Successful job applicants of H&M will be notified of our policies for accommodating employees with disabilities