

Full Job Description

About Old Navy

Forget what you know about old-school industry rules. When you work at Old Navy, you're choosing a different path. From day one, we've been on a mission to democratize fashion and make shopping fun again. Our teams make style accessible to everyone, creating high-quality, must-have fashion essentials for the whole family, with love, season after season.

We opened our first store in 1994 in San Francisco and have been on a roll ever since. We cultivate a community of playful personalities that thrive in a fast-paced environment where our employees can be their most authentic selves. Here, we're family.

About the role

As a Brand Associate, you're an integral part of our team and bring our brand to life for our customers. You're responsible for engaging and connecting with our customers by providing excellent customer service resulting in brand loyalty. You're an expert in product and use your knowledge and experience to educate, inform, inspire and wardrobe the customer. Through collaboration with your leadership team, you'll deliver a best-in-class customer experience using an omni-channel approach.

What you'll do

Consistently treat all customers and employees with respect and contribute to a positive work environment.

Promote loyalty by educating customers about our loyalty programs.

Seek out and engage with customers to drive sales and service using suggestive selling.

Enhance customer experience using all omni-channel offerings.

Be accountable to personal goals which contribute to overall store goals and results.

Support sales floor, fitting room, cash wrap, back of house, as required.

Maintain a neat, clean and organized work center.

Handle all customer interactions and potential issues/returns courteously and professionally.

Execute operational processes effectively and efficiently.

Who you are

A good communicator with the ability to effectively interact with customers and your team to meet goals.
A customer-focused service provider both on and off the sales floor to help deliver an exceptional experience for our customers.

Passionate about retail and thrive in a fast-paced environment.

A problem solver with a focus on continuous improvement, who is always learning, open to feedback and takes action as required.

Agreeable to work a flexible schedule to meet the needs of the business, including holiday, evening, overnight and weekend shifts.

Able to utilize retail technology.

Able to maneuver around sales floor, stockroom and office and lift up to 30 lbs.

Benefits at Old Navy

Merchandise discount for our brands: 50% off regular-priced merchandise at Gap, Banana Republic and Old Navy, 30% off at Outlet, and 10% off markdowns at Gap, Banana Republic and Outlet.