

# TOMMY HILFIGER

## SALES ASSOCIATE – COMPANY STORE JOB DESCRIPTION

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### SALES ASSOCIATE

**REPORTS TO:** Store Management

**SUMMARY:** The Sales Associate's primary function is to sell and promote Tommy Hilfiger merchandise through execution of the TH Customer Service Standards. The also performs a variety of operational activities as assigned by Store Management.

### OVERALL RESPONSIBILITIES

- Consistently provides TH Customer Service to company standard.
- Keep merchandise filled to appropriate levels on sales floor.
- Ensure the store is visually distinctive and appearance impeccably maintained.
- Minimize shortages through proper loss prevention procedures.
- Demonstrates awareness of store sales plans and results.
- Demonstrates awareness of individual contribution to business results.
- Follow all operational policies and procedures.
- Manage time and prioritize tasks.
- Demonstrate effective written and verbal communication skills.
- Attends Take 5 meetings and participates in staff meetings, as required.

### CUSTOMER SERVICE RESPONSIBILITIES

- Generate maximum sales potential in accordance with the TH Customer Service standards.
- Builds repeat customer base through excellent service.
- Maintains strong knowledge regarding product, promotions, and special events in order to communicate to customers for more effective selling.
- Consistently foster a positive store experience by treating all customers and staff members in a fair and consistent manner.
- Effectively maintains zone coverage; acknowledges every customer within the zone; treats customers with priority over assigned tasks.
- Demonstrate effective written and verbal communication skills.
- Manage time and prioritize tasks.

### PERSONAL:

- Represent the TH image through personal and professional appearance.
- Demonstrate professional image and conduct.
- Must be flexible to work rotating hours, as assigned by management.
- Communicate concerns to management.
- Maintain respect of peer group, staff and supervisor.
- Create energy and excitement around shared goals and values and acts with integrity.
- Support all company / management decisions.

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- Change schedules, adapt to the needs of the position, undertaking night shifts, weekends and holidays.

### **OPERATIONAL RESPONSIBILITIES:**

- Adhere to Policies and Procedures.
- Observe sales floor and stockroom for loss prevention and advises management of any unusual internal or external activity.
- Execute Opening and Closing checklist duties as directed by store management to ensure store is always ready for business.
- Able to lift a minimum of 40 pounds and able to stand for long periods of time.

### **MERCHANDISING & VISUAL RESPONSIBILITIES:**

- Ensure consistent and accurate replenishment of product onto the sales floor.
- Comply with visual presentation standards.
- Execute markdowns and re-merchandise, as needed.
- Maintain store organization fixtures/hardware/general cleanliness.

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Sale's Associate Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manager Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date