



MICHAEL KORS

## KEY HOLDER

### SALES GENERATION

- Meet personal and store sales goals
- Continue to develop personal sales techniques
- Utilize elevated levels of sales and service to maximize sales performance
- Demonstrate an in-depth knowledge of the merchandise
- After closing a sale, monitor all details including: shipping, alterations (if applicable), and special requests to ensure customer satisfaction
- Ensure all sales related policies and procedures are maintained
- Maintain a keen interest in the fashion industry and market trends

### CUSTOMER SERVICE

- Provide the highest level of customer service
- Act as a role model demonstrating sales leadership to the team, support them with their own sales, foster cross-selling and Client repurchase
- Ensure business opportunities are maximized through efficient sales floor management, being a visible presence and support and ensuring the Experience Michael Promise standards are achieved
- Support the team in building long term Client relationship, leveraging the different clienteling tools
- Establish a Client-centric mind set in store to ensure the highest level of Client experience and proactively handle Client- related situations

### OPERATIONS

- Collaborate with store manager in areas of risk management, physical security, store cash controls, and inventory management
- Understand and properly execute all opening & closing register functions
- Assist in all areas of stock, shipping, receiving protocol/policies, procedures, and all shipping/receiving related paperwork
- Participate in inventories

For complete details and to apply, click here: [https://capri.wd1.myworkdayjobs.com/en-US/Michael\\_Kors/job/MK-Hilton-Head/Hilton-Head--SC-Part-Time-Key-Holder\\_R\\_734996](https://capri.wd1.myworkdayjobs.com/en-US/Michael_Kors/job/MK-Hilton-Head/Hilton-Head--SC-Part-Time-Key-Holder_R_734996)