

GUESS

Sales Associate

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Reports to: Store Management

Position Overview

The sales associate is responsible for maintaining store standards and delivering a positive customer experience. The sales associate will also be responsible for a variety of operational duties as assigned by the store management team (i.e. housekeeping duties, visual presentation standards, etc.).

Customer Experience

- Greets customers immediately upon entering the store with a smile and sincere non-business like greeting
- Creates a positive first impression for the customer through an energetic attitude and adhering to dress code
- Creates a sparkling clean and organized environment by maintaining store standards and cleanliness
- Provides customers with current relevant information about the product
- Provides quality service in the fitting rooms, follows up with customers in a timely manner and maintains cash wrap cleanliness
- Provides efficient service at the cash wrap, offers Gift Cards, maintains cash wrap cleanliness and captures customer information in the database
- Sincerely thanks all customers for shopping as they exit the store

Cooperation & Dependability

- Satisfactorily completes all duties as assigned by management
- Is punctual and adheres to designated work schedule
- Is flexible and works well with peers and management to accomplish duties
- Demonstrates a sense of urgency to maintain visual standards within their assigned zone
- Follows GUESS Policies and Procedures 100%
- Performs housekeeping duties as required

Miscellaneous Responsibilities

- Participates in and attends all store meetings and other related functions
- Represents a positive attitude toward the merchandise and the company
- Participates in all inventories
- Assumes and completes other duties as assigned by store management
- Some heavy lifting in excess of 30 pounds
- Scheduled shifts may require standing for a minimum of eight hours