

MICHAEL KORS

Job Description Sales Associate

Passionate for fashion and a fast paced Jet Set environment, our Sales Associates are Jet Set Ambassadors, representing the vision of Michael. Our Ambassadors are empowered to deliver an elevated customer experience with exceptional communication skills and, as team players, collaborate with a positive approach to challenges, demonstrating speed, energy and optimism.

Major Responsibilities include but are not limited to:

People

- Work as part of a Jet Set Team, providing support for colleagues across the store
- Take accountability for personal self evaluation and performance as a Jet Set Ambassador
- Ensure image and grooming standards are aligned with our Jet Set policy
- Collaborate with management team on sales strategies, product knowledge, brand standards and selling service
- Practice and role model the company behaviors, ensuring effective use of the behavior tool kit

Service

- Lead by example as a Jet Set Ambassador, ensuring exceptional customer experiences to drive loyalty and repeat business.
- Maintain client communication through the use of all available clienteling apps and tools
- Proactively manage client database to increase sales
- Maintain floor presence and lead by example
- Build and maintain good communication with the management teams to drive store performance

Sales

- Meet and exceed sales goals holding self accountable for results
- Use the Product Knowledge packs to become a Selling Expert to advise our customers with passion and confidence
- Understand business results and opportunities to drive sales

Operations

- Ensure loss prevention and H&S guidelines are properly followed
- Ensure VM standards are executed following all guidelines

Job Requirements:

- Excitement and enthusiasm to work in fast paced retail environment
- Capability and desire to collaborate and inspire all fellow team players working together to achieve results
- Technology proficient, knowledge and use of leveraging technology to drive sales and customer experience
- Fluent English preferable with strong communication skills

We are an Equal Opportunity Employer M/D/F/V

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