

WorkBC Employment Services – Job Posting

SALES TEAM LEAD

Area of Relevancy	;#Sea to Sky;#
Company / Employer	Pandora Jewellery
City of the Job	Whistler
Address of the Job	4295 Blackcomb Way, Whistler Village, Unit #107, Whistler
Job Type	;#Full Time;#
Availability Requirements	
Level / Salary Range	
Years of Experience	
Position Area	
Date Job Posted	1/7/2019 12:00:00 AM
Application Deadline	2/10/2019 12:00:00 AM
Contact Name	Macey Coulter
Contact Phone Number	
Contact Email	<a href="mailto:mcoulter@derkar.com">mcoulter@derkar.com</a>
How to Apply	email resumes to <a href="mailto:mcoulter@derkar.com">mcoulter@derkar.com</a>
Job Description	<p><b>Key Responsibilities:</b></p> <p>The Sales Lead assists the Store Management whose primary responsibility is to support, motivate and inspire their team to achieve store productivity goals. They help the Store Management in all general operation aspects of the store to ensure a great customer experience and maximize quality of sales aspects.</p> <p>Other responsibilities include; managing customer repairs, special orders and ensuring the individual and collective skills of the team are utilized effectively. Effectively manages the sales floor, ensuring consistency and compliance.</p> <p><b>GENERAL ACCOUNTABILITY</b></p> <p><b>Responsible &amp; Accountable for:</b></p> <ul style="list-style-type: none"> <li>• Supervises associates in all selling and operational activities, including managing inventory, and performing services for customers.</li> <li>• Assists Store Management in responsibilities for the store</li> <li>• Promotes customer service by ensuring that associates are greeting and assisting customers; responds to customer inquirers and complainants in a professional and timely manor.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Performs basic operations activities including cash handling and reporting, changing prices, handling merchandise, and performing opening and closing duties; reviews time sheets and other payroll documentation.</li> <li>• Demonstrates desired behaviors for staff including driving sales, handling difficult and/or complicated sales, cash management, inventory, and follow-up with customers.</li> <li>• Monitors associate sales activities and productivity; acknowledges and communicates performance to associates.</li> <li>• Assists Store Manager with providing a strong leadership presence and control in store, while ensuring that all customers receive good service and quality merchandise</li> <li>• Maintains awareness of customers to both increase service levels and reduce security risks. Security practices, payments and exchange policies are within the current guidelines.</li> <li>• Regularly communicates with Store Manager to discuss strengths, opportunities, and trends in business</li> <li>• Helps Store Manager in identifying training needs and providing ongoing training opportunities to the team as needed</li> <li>• Assists Store Manager in delivering consistent, in the moment, feedback and coaching</li> <li>• Ensures company standards are met for store and associate appearance at all times</li> <li>• Ensures all pricing, signage, and displays are correct at all times</li> <li>• Enforces all company policies and procedures, including health, safety, and security</li> <li>• Performs all duties as directed by supervisor</li> </ul>
<b>Accessibility</b>	;#Accessible by Public Transit;#
<b>Desired Qualifications and Experience</b>	<p><b><i>Skills/Qualifications:</i></b></p> <p><b><i>The Sales Leads' authority and where it lies:</i></b></p> <ul style="list-style-type: none"> <li>• Train newly hired sales team members</li> <li>• Participates in Visual Merchandising directives</li> <li>• Oversee daily operations</li> <li>• Provide excellent customer service</li> <li>• Maintains a solid customer following by assisting and building loyalty and clienteling .</li> </ul> <p><b><i>The position requires strong skills in the following areas:</i></b></p> <ul style="list-style-type: none"> <li>• Sales Generation</li> <li>• Leadership</li> </ul>

- Organization
- Analysis
- Planning & Problem Solving

**SCOPE OF WORK**

This position reports directly to the Store Manager/and or Assistant manager in regards to any daily operations at store level. The incumbent is responsible for the effective management of:

- Sales
- Customer Service
- Visual Merchandising
- Retention of employees

***Additional Information:***

Reporting directly to the Store Manager/and or Assistant manager, the incumbent in this position will be responsible for the following:

- Managing all aspects of the store
- Partnering with Store Manager for delivery of a consistent and positive customer service experience in order to grow top line sales
- Ensuring the store is following the merchandising directions and operational activities; coach and lead compliance with all company policies, procedures and directives.
- Building, developing and promoting successful store teams through effective staffing, coaching and development, consistent leadership, and clear communication.
- Promoting key metrics (KPI,UPT,ADS &AUR) with the Management on a daily basis to drive top line sales. Identifying opportunities and missed opportunities at store location.
- Executing all company/store initiatives according to established timelines and standards and striving for operational excellence.
- Maintaining a strong and genuine customer focus, merchandising effectively to the Franchisors company standards
- Supporting and leading store to deliver sales targets and KPI growth.