

United States Jobs Expertini®

1212 - Sales Associate-ANN

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Company: Ascena

Location: Castle Rock

Category: other-general

About us

Ann Taylor embodies and celebrates the spirit, heritage, and confidence of American women leading the lives they love. Since its beginnings, Ann Taylor has been committed to providing women with everything they need to feel inspired and motivated as they navigate their multifaceted lives. Our effortlessly polished styles are thoughtfully designed to go anywhere—from the office to special occasions (and everywhere in between). Discover a culture centered on empowering employees, with access to industry leaders and tools you need to expand your skills and stretch your abilities. We'll meet you at every milestone with opportunities and benefits to make life better in and outside of work (not to mention your closet). Ready to join us?

Drives revenue by providing clients exceptional services through relationship building, sharing style/product information, and presenting a clean, and a safe well-maintained store environment. Consistently achieves individual goals, which support store goals.

Primary Responsibilities/Accountabilities:

Embraces our values & sets an example through his/her behaviors

Responsible for compliance with all ANN INC. practices and procedures

Additional responsibilities as assigned by the Store Manager, Co-Manager, and Sales Leads

Revenue Generation:

Consistently meets or exceeds divisional, store, and individual financial and credit goals while contributing to the store's overall goals

Client Experience:

Provides excellent client service by anticipating the client's needs, exceeding expectations, and adhering to ANN INC. service experience standards

Acknowledges, interacts and builds relationships with clients, creates client loyalty and has the ability to multi-task while servicing internal and external clients

Addresses client concerns, coming to resolution when possible, and involving management where appropriate

Portrays a gracious, friendly, energetic and engaging manner and is at all times respectful and professional

Takes ownership, solicits and incorporates feedback for professional growth and development – Consistently receives positive, unsolicited client feedback

Communicates effectively with store management, store team, and external clients in person, through written correspondence and over the phone

Builds collaborative and productive relationships by sharing ideas, treats others fairly, with respect, and values differences

Embraces our values and behaviors and inspires team by leading by example through his/her words and actions – Supports an environment of learning and trust by acting as a positive role model

Is responsible for compliance with all Company policies, practices and procedures and all federal, state and local laws

Operations:

Completes opening/closing procedures and tasks as directed by Leadership Team with a client focus (e.g. replenishing merchandise; recovering the store and styling rooms; processing shipment including but not limited to: unpacking, hanging, steaming; cleaning including but not limited to: dusting, vacuuming, and removing trash; executing merchandising moves; marketing updates; and completing price changes.)

Meets merchandise processing standards and maintains an organized and accessible work area

Adheres to Loss Prevention practices and is aware of and reports potential incidents, to ensure shortage control and to protect company assets

Maintains a safe work environment and reports any potential hazards to store management (e.g., ensuring that exits are unobstructed, ceiling clearance in stockroom is enforced, rugs are not frayed, spills are cleaned up immediately, etc.)

Participates and assists in the preparation for the stores' inventory

Reports to work as scheduled; records time worked accurately by using ANN INC.'s Time and Attendance system; remains flexible to the needs of the business

Follows all ANN INC. operational guidelines, processes, and procedures

Reviews Bulletin Boards daily

Technical Expertise:

Demonstrates a desire and ability to be learner responsible and navigates the ANN INC. computer learning systems

Performs register transactions quickly and efficiently (e.g., sales, send sales, returns, exchanges, payments)

Is proficient in using Distributed Order Maintenance (DOM's) and StyleFinder to locate product for clients and processes transactions accurately

Operates phone, answering calls with an appropriate greeting, transferring and placing calls on hold

Operates and understand the functions of the PDT

Product/Brand Management:

Understands and can clearly articulate the Company's brand positioning, including: the uniqueness of all expressions of ANN INC., current marketing and promotional initiatives, markdowns, POS events, Bounce Back promotions, coupon events, lifestyle concepts to internal and external clients

Lives the ANN INC. Purpose, Values & Behaviors, Practices in all interactions

Participates in and attends Store Meetings

Proactively uses associate education tools to build product and styling knowledge with his/her peers

Embraces fashion, understands current market trends and is able to articulate them using ANN INC. interpretations in every client interaction. Represents the brand by adhering to ANN INC.'s dress code guidelines

Packages and wraps client purchases according to ANN INC. standards

Position Requirements:

Client Service: Ability to function as a role model, ensuring that the client remains the top priority. Takes initiative to build a loyal client base

Follow Directions: Ability to prioritize and meet deadlines as assigned with minimal supervision and within designated timeframes

Merchandising: Knowledge of visual standards and techniques, and ability to implement and maintain with ANN INC.'s guidelines

Communication: Communicates effectively with Clients, Members of Management, Business Partners, and Store Associates

Accuracy: Ability to handle cash and provide change without error

Schedule: Remains flexible in scheduling that meets the needs of the business

Physical: Ability to lift and carry up to 20 pounds occasionally. Maneuver effectively around sales floor and stock room

Educational Requirements and Experience:

Minimum Requirements: High School Diploma or GED

Minimum one year sales associate or relevant experience in the services industry with proven results

Location:

Store 0710-Castle Rock-ANN-Castle Rock, CO 80108

Position Type:

Regular/Part time

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