

## Clinique Counter Manager - Full Time

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Company: Belk

Location: Morehead City

Category: other-general

The Cosmetic Counter Manager reports to the Sales Team Manager/Store Manager and ensures the uniform execution of the Belk direction within their store. Is responsible for meeting and exceeding goals established by Belk and the cooperative vendor by coaching associates on how to sell custom-fit service and build long-term customer relationships.

- Development- Responsible for:
- Analyzing daily/weekly/monthly business and recommend strategies to impact business to Store Management and Vendor Account Executive
- Managing the achievement of counter sales plan by helping each associate meet or exceed personal SPH goals based on counter volume standard
- Recruiting, interviewing and retaining quality staff
- Open positions kept to no more than 2 weeks average
- Development of bench strength in existing staff
- Recommend candidates for promotion/added responsibility
- Implementing effective scheduling to guarantee proper coverage at all times based on business needs
- Staffing according to daily/weekly/monthly sales plan to maximize counter productivity
- Utilizing Belk/Store promotional calendar to maximize associate SPH
- Communicating information clearly and consistently to the selling team by using the following skills:
- Maintaining and enhance self esteem
- Focusing on specific behavior outcomes

- Using reinforcement techniques
- Asking for Feedback
- Setting Goals and Follow up Dates
- Conducting team meetings prior to major events and launches; conduct brief Beauty Advisor touch-base meetings on a regular basis
- Communicating inventory needs to store management
- Sales - Responsible for:
  - Meeting or exceeding personal sales per hour goals
  - Being a role model and demonstrating excellent selling skills and customer service.
  - Executing successful promotions and special events/pre-sells/GWP's
  - Driving sales through customer clienteling
  - Work with store management to optimize business to business
  - Achieving assigned \$ line goal
  - Identifying and reducing shrinkage in area
- Customer Service - Responsible for:
  - Meeting or exceeding SPH goal
  - Meeting or exceeding credit application goals
  - Thanking each customer by name following a purchase
  - Handling each transaction efficiently and accurately
  - Providing a high level of Customer Service to support Customer Satisfaction Surveys (CSS)
- Building customer clientele base
- Recording and protecting personal identifying customer information
- General Responsibilities:
  - Coordinate and maintain floor and stock areas consistent with store standards in presentation and hygiene requirements
  - Unpacking new merchandise deliveries in a timely manner should be stored in a place that does not obstruct customer access to the department
  - Ensuring timely set-up including signage for promotional events
  - Following procedures for all systems including AIR, counts, markdowns, retickets, inventory control, and RTV's
- Maintaining Belk and vendor professional dress standards (uniforms) and appearance
- Cooperating with fellow associates and management

- Complying with store policies concerning attendance, tardiness, and associate handbook
- Accepting additional duties or share responsibilities during busy times and/or as requested by Sales Team Manager/Assistant Store Manager/Store Manager
- Assisting with all non-sell duties as assigned by Sales Team Manager/Assistant Store Manager/Store Manager where appropriate
- Maintaining open lines of communication with store management, account executive, and vendor management

**Minimum Education & Experience:**

- No education requirement
- 3-5 years of retail experience
- 1-3 years supervisory experience
- Excellent organization skill

**Knowledge / Skills Requirements:**

- Ability to use computer keyboard, standard telephone, POS terminal and other related business equipment
- Hand manipulation to remove sensor tags
- Task demands vary in each department because of the different types of merchandise
- Ability to apply treatment/make-up to customers face

**Physical Requirements:**

- Ability to push / pull 100-500 pounds when moving stock carts
- Stocking requirements can involve reaching above & below shoulder level and lifting 25-50 pound boxes
- Must be able to work a flexible schedule including evenings & weekends, due to shift rotation

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