

# STOCK ASSOCIATE

## JOB DESCRIPTION

Maintains effectiveness of merchandise flow, filling, and presentation standards throughout the store and stockroom.

## ENTRY REQUIREMENTS

- EDUCATION** - No education required.
- RETAIL EXPERIENCE** - No retail experience is required. At least 3 months retail experience is preferred.
- SUPERVISOR / MANAGERIAL EXPERIENCE** - No supervisory / managerial experience is required.

## WORK SCHEDULE REQUIREMENTS

Stock Associates typically work three to four shifts per week on average, each shift being about four to five hours.

## COMPETENCIES

WHAT YOU NEED TO BRING TO THE JOB		WHAT YOU WILL LEARN ON THE JOB	
Work Ethic	Communication	Merchandising	Proactive Thinking
Adaptability/Flexibility	Outgoing	Business Understanding	Register/Point of Sales Use
Stress Tolerance	Interpersonal Interaction	Product Knowledge	Asset Protection
Multi-tasking	Promotes Diversity &	Brand Awareness	Assertiveness
Takes Initiative	Inclusion	Attention to Detail	Customer Focus
	Applied Learning	Visual Displays	Fashion Trend Knowledge
		System Skills	Customer Focus

## TASKS

### STOCKROOM

Processes shipment boxes (e.g., scanning and sensoring merchandise) using correct procedures, organizes merchandise in stockroom, separates and prioritizes merchandise, and maintains all merchandise in a neat and organized fashion according to company system standards. Cleans, organizes, and maintains stockroom.

### STORE PRESENTATION AND SALES FLOOR

Maintains and updates visual and presentation standards throughout the store by completing store recovery and form changes, and fills and steams merchandise according to eUSR report and visual guidelines. Cleans, organizes, and maintains store. Audits for size availability, fills store efficiently and quickly, and ensures assigned zones are standardized and merchandise is steamed and stacked neatly for ease of shopping. Completes store recovery. Ensures that each fitting room is clean and free from damage.

### CUSTOMER FOCUS

Interacts with and assists customers to ensure they are satisfied with their store experience. Anticipates customer needs, reads body language, and picks up on cues to help customer. Keeps up-to-date on merchandise choices and uses suggestive selling/outfitting to share this knowledge with customers. Delivers an in-store experience focused on the customer, ensuring a fast, easy, and exciting shopping experience. Monitors shrink by being aware of signs of internal and external theft, communicating customer service recovery statements, and assisting asset protection in the event of theft.

### COMMUNICATION

Develops good working relationships with others. Keeps manager informed of customer merchandise (e.g., placement, availability, customer fit) and business flow (e.g., long lines at cash wrap or fitting rooms) issues. Communicates with others in a timely and appropriate manner. Respects and values the diversity of others. Participates in training meetings to ensure company standards are met (e.g., Five Minute Meetings). Seeks out, listens to, and uses feedback to improve job performance.

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## **TASKS CONT.**

### **POLICIES & PROCEDURES**

Follows company procedures, including Handbook Policies, as well as all managerial instructions and assignments. Adheres to the dress code guidelines in personal appearance (e.g. grooming, proper dress). Follows standard procedures for opening and closing the store. Arrives, clocks in, and clocks out promptly for shift. Operates cash register and all point of sale (POS) devices. Follows all company safety and security policies. Follows all fitting room procedures.

### **DRIVES SALES**

Maximizes opportunities for additional customer sales by communicating product knowledge of key items. Engages with customer by asking solution-driven questions that result in sales. Participates as an active team member in accomplishing team goals.