

Sales Supervisor, Poland, Lodz- Full Time

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Company: MICHAEL KORS

Location: Łódź

Category: other-general

Michael Kors is always interested in hearing from talented, globally-minded individuals with a passion for fashion.

If you enjoy working in a creative, fast-paced environment, then we would love to hear from you!

SALES SUPERVISOR

Department: Retail

Reporting toStore Manager

Achieve personal and store sales goals, and to develop lasting client relationships. To provide staff supervision and guidance, complying with all company policies, procedures and directives. To ensure the highest level of customer service standards are maintained at all times.

Major Responsibilities include but are not limited to:

Sales Generation

Meet personal and store sales goals

Continue to develop personal sales techniques and assist in the development of associates' sales techniques to maximize sales

Utilize elevated levels of sales and service to maximize sales performance

Demonstrate an in-depth knowledge of the merchandise

After closing a sale, monitor all details including: shipping, alterations (if applicable), and special requests to ensure customer satisfaction

Ensure all sales related policies and procedures are maintained

Maintain a keen interest in the fashion industry and market trends

Customer service

Support and encourage staff to provide the highest level of customer service

Build and maintain repeat clientele by utilizing personal client book and assisting staff with utilizing their client books

Resolve all client problems and complaints quickly and effectively, ensuring client satisfaction

Assist sales associates with various customer service issues (i.e. dissatisfied customer, returns, defective merchandise)

Operations

Collaborate with store manager in areas of risk management, physical security, store cash controls, and inventory management

Assist in the training of sales staff in all areas of appropriate register usage and maintenance

Understand and properly execute all management register functions

Assist in all areas of stock, shipping, receiving protocol/policies, procedures, and all shipping/receiving related paperwork

Participate in inventories

Merchandising/Visual

Ensure the selling floor is neat, organized, stocked and reflects the correct visual image at all times

Assist in the implementation and maintenance of all merchandising/ visual directives

Ensure deliveries are properly processed in a timely manner

Identify product concerns in a timely manner

Communicate inventory needs to support the business goal

Human Resources:

Ensure image and grooming standards are professional and reflective of the brand image, at all times

Adhere to work schedule, inclusive of time and attendance

Support and assist in follow-up for all training programs and seminars

Job Requirements:

Experience of retail and luxury

Able to work as a charismatic leader, to drive and motivate people and willingness to develop talent

Excellent personal organizational skills with attention of detail and accuracy

Able to work under pressure and to thrive in a fast-paced, challenging environment

Able to work on different tasks easily – Multi-tasking

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

At Capri, we are all responsible for creating a diverse and inclusive workplace. We try to inspire change and growth within each other and believe success is a result that comes from our differences. Capri is proud to be an equal opportunity employer committed to inclusivity regardless of age, sex, sexual orientation, gender identity, genetic characteristics, race, color, creed, religion, ethnicity, national origin, alienage, citizenship, disability, marital status, military status, pregnancy, or any other legally-recognized protected basis prohibited by applicable law. M/D/F/V

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