

Retail Associate – Bath & Body Works

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Company: Valiram Group

Location: Thailand

Category: other-general

POSITION SUMMARY

To create and maintain a long-term relationship with the customers in order to achieve sales goals

Represent the Brand in a positive manner while ensuring recurring business.

Responsible for assisting customers with choices, assist and provide information about the product in question.

Foster a positive, engaging and ethical working environment

KEY AREAS OF RESPONSIBILITIES

Drive the Sales

Work to hit individual sales and other store target.

Execute sales strategies and action plans implemented by the Managers.

Maintain a tight control on discounting and giveaways/ discontinued products.

Ensure all monies and sales transactions are accordance to the operation procedures.

Achieve High Service Standards.

Keep abreast of product knowledge, sales & customer service whilst providing excellent

WOW service experience to customers.

Maintaining and upholding the company's image as a prestigious and luxurious brand at all times.

Responsible to collect Customer Registration Card as per store target

Work with the Manager to best handle customer complaints.

To comply with Brand standards, company SOP and the Code of Business Conduct.

Maintain Best Retail Standards

Perform store opening and closing procedures and to ensure the process is in compliance with company SOPs.

Ensure proper care of stocks, fixtures and furniture within the store, and kept neatly and tidy at all times.

Ensure visual merchandising are implemented efficiently.

Be vigilant and practice regular checks on staff movements during operating hours.

Inventory Integrity

Working together with Managers and floor to manage inventory and minimize stock losses

Conduct daily, monthly stock count for store.

Resolve discrepancies within 2-3 days and report all findings to Manager

Monitor and coordinate receiving of merchandise and price tagging according to operation procedures

Qualitative security measures to prevent theft and pilferage.

Reporting

Updating customer database on frequent basis.

Responsible for all stock control documentation. Ensure timely and accurate submission.

To support Managers in collating data for all reports pertaining to sales, customer service, accounts, logistics in a timely manner

Any Ad Hoc reporting as required by the Managers.

Personal Development

To have and maintain at all times competent product knowledge

Complete E-Learning Modules on timely manner.

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