

**JOB PURPOSE:** To Support the Company Mission, Maximize Financial Objectives and Increase Store Sales by

1. Displaying merchandise and maintaining a clean shopping area to maximize department appeal
2. Maintaining a full merchandise presentation on the selling floor
3. Providing superior customer service

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**ESSENTIAL JOB RESULTS:** *This position can serve as a career pathing opportunity to learn about Stein Mart's service philosophy and develop the merchandising skills and leadership capability to be considered for the position of Merchandising Manager.*

### **Customer Service Responsibilities**

#### **SERVE CUSTOMERS** by

modeling a positive customer service spirit; greeting customers as they enter your shopping area; exhibiting a friendly and helpful attitude with customers and associates; assisting customers with merchandise selections; helping customers locate merchandise; answering questions regarding products or services. Participating in special projects and completing other tasks as assigned by store management, including, but not limited to asking customers to apply for credit card(s) and to become Preferred (Loyalty) Customers or join other loyalty programs.

### **Merchandising Responsibilities**

#### **ENSURE HIGH QUALITY AREA PRESENTATION** by

maintaining an appealing store area; using Stein Mart's merchandising guidelines and directives to create inviting merchandise displays; setting floor presentation for inserts, special events and floor/fixture moves; checking that visual displays are set appropriately; completing daily housekeeping tasks such as floor maintenance and recovery, cleaning fitting rooms and restrooms as required.

#### **MANAGE MERCHANDISE** by

using Stein Mart's merchandise guidelines/directives and the store's unique style to optimize selling space and maximize selling potential; creatively placing merchandise and displays for maximum appeal; ensuring that the floor is filled with merchandise; following written and verbal instructions to assure that appropriate visual displays, merchandise and signs are set for inserts, sales events and special promotions.

#### **CONTROL INVENTORY** by

counting merchandise accurately from receivers; checking to assure price tickets are correct and securely attached; retrieving merchandise from fitting rooms and placing it on the selling floor; removing damaged or broken merchandise from the selling floor.

### **Cash Register Operations Responsibilities**

#### **ITEMIZE AND TOTAL PURCHASES** by

operating a cash register to record sales transactions promptly and accurately; referring to price sheets and sale bulletins to accurately record merchandise prices; calling for price checks as needed to assure customers are charged correctly; representing Stein Mart graciously and professionally at all times, in person and over the phone; removing sensors from merchandise; collecting correct payment; packaging customer's purchases neatly and with care.

#### **PROCESS EXCHANGES AND RETURNS** by

answering questions regarding return and exchange procedures; following store policies and procedures to include: obtaining approval as required, inspecting returned and exchanged goods; validating correct price for exchange or purchase; returning cash, crediting charge accounts, or issuing store credit.

## **Leadership and Teamwork Responsibilities**

### **ORGANIZE DEPARTMENT WORKFLOW** by

assigning tasks to associates in the absence of the Merchandising Manager; prioritizing and allocating resources (people, time, and materials) to reach daily goals; managing time efficiently to meet deadlines such as: preparing for inserts, promotions, holiday seasons and special sales; being self-motivated and comfortable performing multiple tasks.

### **FOSTER TEAMWORK** by

building relationships that foster a healthy team environment; providing leadership to complete work goals; assisting coworkers with job tasks; encouraging cooperation across departments to increase service and productivity; asking team members to share ideas and suggestions; creating a positive and fun work environment; emphasizing teamwork and team achievements.

### **PROVIDE INFORMATION AND MAINTAIN COMMUNICATION** by

sharing information that impacts the work of others in a timely manner; explaining and assigning daily work tasks to associates; acting as a primary point of contact in the absence of the Merchandising Manager; providing ongoing communication to the Store Management Team about work progress, merchandise and customer service in the area; giving constructive feedback and being open to receiving feedback from others; giving accurate information about issues as necessary to: Store Management and Asset Protection.

## **Asset Protection Responsibilities**

### **HELP MINIMIZE LOSS OF COMPANY ASSETS** by

providing superior customer service to prevent losses; keeping the department in order to provide a safe shopping area; following Stein Mart's asset protection and safety policies and procedures; observing merchandise going in and out of the fitting rooms; immediately notifying Store Management and Asset Protection of unsafe conditions, suspected or observed dishonest activity within the store.

## **BACKGROUND REQUIREMENTS:**

**Educational Requirements:** High school graduate or equivalent (GED) required. Associates Degree preferred. 2 to 4 years applicable retail work experience.

**Behavioral Attributes:** Takes initiative, follows-through and completes tasks. Should exhibit a strong customer centered focus and interest in working with people. Demonstrated ability to communicate effectively. Enjoys teamwork; encourages cooperation while working with others. Exhibited attention to detail with a high degree of accuracy.

**Physical Requirements:** Light physical effort required. Standing and walking will constitute 95% of a work shift. Kneeling and lifting various merchandise contents of up to 20 lbs. or more on an as needed basis.

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_