

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

1. Offering superior customer service
2. Operating cash registers to complete customer's sales transactions
3. Displaying merchandise and maintaining a clean shopping area to maximize store appeal
4. Assisting in the Receiving Department

ESSENTIAL JOB RESULTS:

Sales and Customer Service Responsibilities

WELCOME CUSTOMERS by

greeting customers as they enter the store or your work area; answering customer questions regarding products and services; engaging customers to discover their shopping purpose; thanking customers for their business and inviting them to return again soon.

HELP CUSTOMERS MAKE BUYING DECISIONS by

assisting customers with merchandise selections; helping customers locate merchandise; listening to customer's wants and needs and offering merchandise selections; answering questions regarding products, services and store policies.

Teamwork Responsibilities

CONTRIBUTE TO TEAM EFFORTS by

working at the registers and in different departments; assisting coworkers in other departments; 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.

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 credits.

Merchandising Responsibilities

HELP MAINTAIN HIGH QUALITY STORE PRESENTATION by

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

CONTROL INVENTORY by

counting and recording merchandise accurately; 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 or marking it down as directed; taking markdowns.

Receiving Responsibilities

RECEIVE AND CHECK IN MERCHANDISE by

unloading boxes from the truck and placing at the correct staging areas; working in an efficient manner following directions; checking for exceptions and reporting damaged merchandise to Operations Lead.

PREPARE MERCHANDISE FOR THE SELLING FLOOR by

following merchandise standards to: hang, fold, and tag merchandise (if missing tag) as required; placing merchandise by style on rolling racks or in boxes; delivering merchandise to the designated area of the selling floor in a timely manner.

Asset Protection Responsibilities

ASSIST IN MINIMIZING LOSS OF COMPANY ASSETS by

providing superior customer service to prevent losses; accepting payments with attention to detail; focusing on register transactions to accurately provide correct change due to customers; keeping a clean and orderly workspace; observing merchandise going in and out of the fitting rooms; immediately notifying Asset Protection Staff or a member of Store Management of suspected or observed dishonest activity within the store; following Stein Mart's Asset Protection policies and procedures.

BACKGROUND REQUIREMENTS:

Educational Requirements: Basic literacy and numerical skills: demonstrated abilities to read, write, and count.

Behavioral Attributes: Demonstrated ability to effectively communicate verbally. Should exhibit a strong customer centered focus and interest in working with people. Willingness to interact and cooperate in working with others. Detail oriented. Takes initiative, follows-through and completes tasks.

Physical Requirements: Light physical effort required. Sitting, standing and walking will constitute 95% of a work shift. Kneeling and lifting various merchandise contents weighing 20 lbs.

Preferred: Prior retail or customer service experience.

SIGNATURE: _____ DATE: _____