

**Job title: Sales Associate**

Full Time

**JOB PURPOSE**

To meet and strive to exceed individual and store sales goals while executing key strategies of retail led growth, leveraging the franchise, operational excellence and all department category development; embracing and following daily the Burberry Experience during all interactions, owning the responsibility for developing new customers, as well as maintaining relationships with existing clientele

**RESPONSIBILITIES****SALES & SERVICE**

- Embrace the Burberry Experience and follow training guidelines and standards to reflect Burberry's luxury brand standards and image
- Consistently meet individual sales goals while exhibiting the Burberry Behaviors
- Provide excellent customer service skills, great selling skills and exhibit motivation to succeed
- Demonstrate superior interpersonal and communication talent

**CULTIVATE**

- Build customer loyalty through active client development and follow-through
- Maintain an up-to-date and detailed client book
- Follow all Cultivate requirements and activities such as; courtesy and relationship emails, inviting customers back to shop, reactivation, capture compliance

**VISUAL STANDARDS**

- Follow company policies, procedures and use visual techniques to maintain the visual standards according to Burberry guidelines
- Maintain selling floor by ensuring the following:
  - o Understand and execute monthly floor sets
  - o Placing and/or hanging back items as you work
  - o Replenishing merchandise after selling
  - o Folding and placing merchandise on the correct hanger, tissue paper, etc.
  - o Place tickets inside the item and not visible to the customer.

**FLOOR PRESENCE & MAINTENANCE**

- Beginning of shift/day: Arrive on selling floor ready, ensure floor is ready for customers
- End of shift/day: Ensure selling floor is replenished and ready for the next day
- Be active and busy on the floor at all day
- Ensure to place and/or hang back items as you work and replenish merchandise after selling
- Ensure clean up and maintenance of fitting rooms

**BACK OF HOUSE SUPPORT**

- Assist in the mark down process
- Assist in the bi-annual inventory process
- Participation and achievement of pre-sale goals
- Participate in store contests
- Assist in stock room maintenance and keep it organized
- Responsible for stock pulled; all stock must be put away in orderly fashion

**PERSONAL PROFILE**

- Willing to work in and promote a team oriented environment.
- Excellent interpersonal skills required to ensure clear, effective communication with all management and staff.
- Consistently show a positive attitude & take responsibility for own actions.
- Must be results driven and flexible to change
- Relevant interest in Fashion / Design.
- Advanced knowledge of POS and store systems.
- A minimum of 1 year on sales, preferably in a luxury retail environment.
- Proven experience in driving sales and meeting sales targets.
- Excellent customer service level.
- Strong clienteling background

**How to apply:** Please email [Raziz.Sheikh@burberry.com](mailto:Raziz.Sheikh@burberry.com)