

Footwear Sales Consultant

Company: Schuler Shoes

Title: Footwear Sales Consultant

Reports Directly to: Store management team

Job Objective/Function: To provide excellent customer service in the tradition and standards required by Schuler Shoes per our Customer Experience Essentials policy (CEE), demonstrating support and respect for team members, and an interest in increasing knowledge of the shoe industry.

Responsibilities:

- Teamwork (behavior) - Demonstrate support and respect for team members. Take turns with Sales Associates; assist other Sales Associate's customers and a willingness to take care of exchanges or returns. (CEE 7)
- Provide excellent customer service- follow our Customer Experience Essentials (CEE's)
 - Customer Approach and Engagement (CEE 1 & 10): Greet all customers as soon as they enter the store with "Welcome to Schuler Shoes!" Being comfortable talking and listening by engaging the customer in conversation to find out what their shoe needs are. Thank everyone that leaves, even if it's not your customer.
 - Sit and Fit Skills (CEE 3-4): Standing on your feet for long periods of time; includes bending, stooping, kneeling & reaching throughout the day to assist customers. Always measure the customer's feet (includes sitting on a fitting stool to do so); assist in putting the shoes on and off the customer (may include tying and untying shoes); and bringing out an impressive selection of appropriate footwear. Employee must be able to lift and carry multiple shoe boxes (4 or more at a time).
 - Salesmanship (CEE 2): Stay on the floor during scheduled shift (includes standing for long periods of time and walking around the store). Stay on the floor and be available to help customers.
 - Embrace customer service solutions and handle problems that arise (CEE 5 & 6): Embrace and follow our return philosophy. Be comfortable saying and carrying out our return policy with confidence. Ask customers, "What would you like us to do for you today?" Be comfortable wanting to solve problems by showing empathy and a willingness to help the customer.
 - Transactional Procedures (CEE 8 & 9): Answer phone calls when possible to provide solutions and information. Assist other stores with shoe checks. Complete verbal shoe checks at the counter. Ring up sales and use the POS system accurately and efficiently. Required to have basic computer skills, including a basic understanding of Windows based programs. Required to have basic math skills (job requires ability to count money, give accurate change and use a cash register).

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- **Work Ethic-** Arrive at work 5 minutes before scheduled start time, prepared and ready to begin your day. Be prepared to stay after the store closes on business days to complete any closing tasks as assigned by management. Be reliable and follow our Attendance & Tardiness policies. Adhere to all company policies, procedures and business ethics codes.
- **Daily Maintenance-** Assist with brand checks, transfers, cleaning, displays and stockroom maintenance which includes unpacking cartons, climbing ladders and stairs, putting shoe boxes in the wall and other tasks assigned. Must keep sit and fit areas cleaned up and cleared away after the completion of serving a customer. This includes, but is not limited to, putting fitting stools, Brannock devices, & shoe boxes back in their proper place. Assisting in keeping all walk areas clear; both on the floor and in the stock room.
- **Flexibility-** being flexible with your schedule as often as possible when needs arise in the store and business demands. Retail business often requires you to be available nights, weekends, and holiday shifts.
- **Participate in continual education and training of product and job.** Attend mandatory store meetings. The meetings are typically on the second Saturday of each month (make sure to confirm date with manager each month). You are also required to attend mandatory vendor seminars, tech training or any other offsite training.
- **Any other duties as assigned by Manager and/or Assistant Manager**

*As duties and responsibilities change and develop, the job description will be reviewed and subject to changes out of business necessity.