

## Apparel Sales Consultant – Cape Town ( Canal Walk )

### Description WE ARE HIRING

#### APPAREL SALES CONSULTANT – CAPE TOWN (CANAL WALK)

Full-time Mon – Sun (any 5 days of the week) Apparel Sales Associate – part-time (min 25 hours per week) The purpose of the Apparel Sales Consultant role is to build the new Apparel brand, contribute to an outstanding service culture, observe store standards, operational excellence, and deliver on service and sales strategies alongside the Apparel team. The role delivers merchandising plans, loss prevention and related mitigation plans, achievement of sales targets, and supports efforts to ensure return customer traffic to the store as a key indicator of success. **The Sales Consultant is all about the customer experience – how the store looks, how it feels and how successfully sales are achieved. (FOCUS: FOH)**

\*The Sales Associate role takes up the same responsibility as a sales Consultant – acts in a similar capacity but on a 25-hour model. Role Description

- Together with the team provide a friendly and engaging customer experience. Maintain a positive and lively atmosphere with particular attention to customer service and public relations.
- Participate in daily, weekly, and monthly store meetings to receive and share store and individual performance, celebrate top service and sales, drive identification of training needs and attendance, provide store operations / standards updates as well as broader company initiatives underway.
- Maintain adherence to trading hours, procedural opening and closing standards (including key carrier controls) and adequate resourcing cover to meet the needs of customers (considering peak trading trends).
- Consistently maintain store appearance to guidelines and standards. Keep a neat, clean, well-stocked environment. Adhere to all standards related to signage labelling, planogram integrity, seasonal style guides, and merchandise presentation ensuring the front of house maintains high standards in product range, stock levels and presentation (and related stock smoothing).
- Support all aspects of the front of house operational activity and standards pertaining sales, price, and promotion discounts, reduced to clear, donations and related pricing material.
- Support, monitor, and mitigate losses in the front of house – flag any areas that require attention and/or influence the correct administration of sales orientated activities.
- Share suggestions regarding the continuous improvement of the customer experience and front of house store operations, campaign ideas, service, and sales opportunities etc. Participate in an innovative and open store environment.

**Hiring organization**  
MJM Recruitment

**Employment Type**  
Full-time

**Beginning of employment**  
Urgent

**Duration of employment**  
Full Time

**Industry**  
Retail

**Date posted**  
March 3, 2023

- Provide support to the broader Apparel Team and other stores / projects as required.
- Contribute to a culture of non-negotiable compliance with company guidelines, standards, procedures, and policies including but not limited to safety protocols – Health & Safety (OHSACT), Security and related Loss Prevention.

### **Qualification and Experience**

- +1 years exposure to a retail or service-oriented store environment, in a customer interfacing, sales and stock orientated environment – (essential).
- High energy individual with exposure to apparel / clothing / fashion retail – (essential).
- Exposure to retail systems, technologies, and new innovations – (highly beneficial / preferred).
- Understanding of procedures, standards, and guidelines in a retail store context – Company policies and procedures, operational controls, loss prevention and mitigation, Health & Safety – OHSACT procedures etc. – (essential).
- Flexibility to work daytime, afternoon and evening shifts, weekends, and holidays within legislative requirements – (essential). (To ensure that we optimize our service delivery to our customers and align with our teams, the working hours for this role are planned against a weekly schedule (any days from Monday to Sunday (shift work), including public holidays).

### **Key Competencies and Work Ethic**

- Energetic, enthusiastic, creative, well-groomed, reliable, punctual, and not afraid of hard work.
- Team oriented, with a social personality that thrives around people (store team and customers) – makes people feel comfortable by adapting their approach to suit their needs.
- Problem solver, quick thinker, and learner, adaptable to change.
- Work well under pressure and handle multiple priorities.
- Sales orientation with a strong eye for detail and the ability to execute planograms, seasonal style guides and other visual merchandising to specification.
- Excellent communication skills – ability to make others enjoy the conversation with strong listening.
- Physically strong – ability to stand or walk for long periods of time, lift things, climb up ladders etc.
- Integrity, strong code of conduct and compliance.

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