

# Kohl's Retail Sales Associate Job Description

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- Meet and greet customers and fellow associates with a smile followed by saying "Hi". Inspire other associates to do same
- Provide assistance to customers with a courteous and friendly attitude
- Resolve customers' requests and questions in an efficient manner and ensure company's "Yes We Can" policy is adhered to in carrying out work activities and providing support to colleagues
- Respond to phone/call box pages with urgency
- Ensure the 5 step GREAT program (Greet Customer, Request Credit, Explain Email, Ask to complete the Survey and Thank the Customer) are always applied when interacting with customers
- Perform soliciting, opening, and activation of Kohl's Charge applications following company standards
- Request email addresses politely from customers
- Give appropriate response to Service Desk and POS backup calls. Provide assistance with customer service and POS as required, ensuring that the company's "2 in-a-line" standard is complied with
- Help customers to hold merchandise when required and take those not picked up back to the sales floor. Perform rain checks processing in accordance with company standards
- Apply merchandise presentation standards in performing activities concerning the 5 Basics: strike points, signing, sizing, clearance and clean store
- Provide assistance in applying communication books, monthly updates, etc. following company's standards on merchandise presentation
- Provide assistance with sales floor returns and department fitting room recovery according to merchandising standards
- Demonstrate capacity to work independently in meeting company's recovery and presentation goals

- Carry out work areas, sales floor, and fitting room maintenance following established best practices
- Carry out merchandising of incoming truck freight and restock the sales floor in accordance with company standards and directives regarding merchandise presentation
- Observe opportunities in merchandising and sales floor operations and communicate it to the E3, Supervisor, or the Area Supervisor
- Keep non-promotional signs on the sales floor and organize merchandise on fixtures following company standards. Settle issues relating to ad as required by effecting changes on signs to show new sales price
- Provide assistance in maintaining company's organizational guidelines and stockroom capacity by adhering to best practices
- Complete all paperwork as instructed by store management, including price changes, callbacks, ISC memos, and transfers
- Adhere to company best practices and get involved in programs such as rewraps, even exchanges, damages, store shortage action plans, mismates, and defectives
- Provide assistance to the Replenishment team by applying all daily reports relating to replenishment; ensure company goals on in-stock are maintained.