

Macy's Retail Sales Associate Job Description

- Meet with customers as they enter the store, ask questions about their shopping needs (listen attentively to their response), then provide advice and suggestions based on product knowledge for the shopper to meet their needs
- Inspire the customer to make purchase; celebrate or be excited about the purchase; and make an enduring positive impression in the minds of customer of Macy's, you, the purchase, and you
- Keep fitting rooms always ready for customers by ensuring merchandise are cleared from it swiftly and returned to the appropriate area of the selling floor
- Ensure selling floor presentations are maintained and quickly restock them when necessary
- Ensure to learn Macy's procedures and systems so as to improve selling performance and be effective in carrying out support duties
- Perform all product return duties with utmost professionalism and courteousness
- Achieve Star Reward goals and personal sales goals
- Ensure utmost professionalism, sincerity, and enthusiasm in carrying out all tasks and responsibilities in line with Macy's commitment to outstanding customer service
- Carry out sales support functions involving POS procedures
- Improve knowledge of products at the store by read updated vendor tags and pamphlets and taking part in relevant training courses
- Be updated about promotional sales and events at the store
- Ensure excellent housekeeping standards are maintained
- Ensure compliance, inventory control, and Loss Prevention procedures are maintained
- Carry out other functions as may be assigned.