

Macy's Sales Manager Job Description

- Apply Macy's initiatives to boost sales and exceed goals
- Provide leadership to the sales team to boost sales through quality coaching
- Carry out review on report, identify deficient areas, execute action plans with focus on correcting deficient areas
- Observe best selling products and major items; inform store management on merchandise needed by customers to enhance the My Macy's process
- Make sure presentations relating to promotions are accurate; provide information about sales and advertising to associates
- Collaborate with the merchandising team to plan and implement sales set-up, floor moves, and merchandise placement
- Carry out a monthly review of your personal Selling Area Scorecard for your Sales and Star Rewards and Associate Turnover results
- Ensure compliance with weekend and attendance hours by staff
- Emphasize the benefits of the Star Rewards Program to associates as a means of motivating them to sign up for a new account
- Make sure all company policies and procedures are adhered to in carrying out assigned functions
- Provide quality coaching to associates to enable them deliver effective and consistent selling behaviors that produces increased customer engagement
- Create and communicate strategies to associates to help improve results; perform review and application of Associate Scorecards to give recognition
- Observe associates on selling behavior two times a day and ensure they provide all customers excellent shopping experience

- Perform daily informal observations and coaching to Associate Scorecard metrics each week, specifying one focus metric and behaviors to enhance a particular metric
- Carry out lead selling initiatives as required throughout the store and ensure the sales floor is maximally covered
- Ensure an easy to shop, neat, and clean environment, as well as top customer readiness standards
- Hire a team of qualified and effective sales associates and develop a bench for promotions and future advancements
- Ensure timely conduct of training for all associates, and that assigned mentors engage effectively with newly hired associates
- Perform in-store product training for associates with vendor representatives to help them develop strong knowledge of products
- Responsible for filling open positions with priority for High Level selling areas, Specialist, and internal Associates in Commission
- Participate in Macy's recognition program and reward deserving associates with recognition cards
- Hold weekly departmental meetings with associates; discuss opportunities and identify top selling associates
- Strive to keep best performing associates by carrying out talent analysis and designing career progression plans for key positions and players
- Carry out associate promotion, advancement, and talent development by applying review process as a toll
- Supervise and timely respond to performance issues
- Attend to and resolve the concerns of associates in a fair and reasonable manner in accordance to company values
- Help create healthier and stronger place to work and live by leading team to support giving back to the local community of store location.