

Macy's Women's Shoes Sales Associate Job Description

Duties and Responsibilities:

- Carry out scanning of inventory back into stock and recovering of shoe sales floor
- Ensure scanning and placement are done correctly so as to maintain shoe inventory integrity
- Ensure stockroom is totally scanned and up to date by making sure the monthly virtual inventory is achieved
- Perform checks on each pair of shoes that is returned from the selling floor to inventory or that is about to be delivered to the customer to ensure it is a full pair
- Ensure shoes displayed are tagged with the correct price and that the signage displayed on each table are correct
- Perform administrative functions using POS and MPOS systems, such as My Client, More@Macy's, Search and Send, and tablet app
- Provide assistance to customers using either Macy's devices or their own to compare and shop
- Ensure customers are the major focus and must leave the store with exceptional experience
- Perform fulfillment of shoe orders
- Ensure displays and other merchandise are appropriately replenished as required
- Physically take part in the inventory process and make sure to implement strategies initiated to eliminate product shortages
- Make sure shoe stockroom area is always clean and orderly
- Perform customer service duties in a helpful and friendly manner
- Ensure the store is always in high customer readiness state by making sure store environment is neat, clean, and welcoming to shoppers
- Carry out timely implementation of reverse logistics tasks, fulfillment, merchandising, and RFID
- Provide assistance in moving merchandise and fixtures

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- Perform stockroom maintenance tasks, preparation and retrieval of BOPS/SDD orders, replenishment, and other department recovery standards
- Ensure that Asset Protection and inventory control and compliance procedures are adhered to in performing duties and responsibilities of the role
- Ensure dependability, punctuality, regularity, and availability in performing the role
- May be assigned other duties as necessary by management or supervisor.

Macy's Women's Shoes Sales Associate Requirements – Skills, Knowledge, and Abilities

- Strong ability to read and comprehend, write, and interpret maintenance and operating instructions, safety rules, procedure manuals, and other instructional documents
- Strong ability to communicate effectively with proper etiquette with colleagues, customers, and management both on the telephone and in person
- Strong ability to perform basic mathematic functions, including multiplication, division, addition, and subtraction, and to use a calculator
- Strong ability to calculate ratios and percentages and to make changes correctly using American monetary units
- Strong team player with also the ability to work independently under limited supervision
- Ability to perform work duties standing, reaching, moving, talking, hearing for several hours consecutively
- Ability to lift items of up to 30 pounds
- Ability to kneel, stoop, climb, and crouch occasionally
- Vision ability including, to adjust focus, depth perception, close vision, and color vision
- Passion for meeting and interacting with customers
- Possess strong desire for learning and sense of urgency in carrying out assigned tasks

- Ability to work and fit into flexible schedule, including busy event days like the day after Christmas and Thanksgiving, weekends, mornings, and evenings as required by the store and department.