

Coldwater Creek®

POSITION DESCRIPTION

Job Title: Sales Leads

Division: Retail

Grade Level: <Grade>

Position Statement: Sales Leads focus on creating the Coldwater Creek culture of legendary customer service, sales floor leadership, developing the skills and talents of the team, building sales volume, establishing and maintaining customer relationships in a team environment.

Job Responsibilities:

- Embraces and promote the Coldwater Creek philosophy, culture, and high expectations of legendary customer service (*utilizing Coldwater Creek's 7-Steps of Selling*).
- Promotes a positive environment for customers and associates through respect and trust.
- Storewide responsibilities including store opening and closing procedures, sales floor leadership, coaching associates on selling techniques and proper zone coverage.
- Works in coordination with the Store Management Team to organize positive public relations, promotional activities and employee events.
- Assist in the execution of visual floorsets.
- Provides Store Management Team with information and leads regarding potential candidates to fill current open positions.
- Coaches, trains, and motivates sales associates to provide legendary customer experience leading by example.
- Partners with Store Management Team to prepare and conduct effective "What's Creeking?" Meetings, Weekly Leadership Meetings and monthly Store Meetings.
- Maintains integrity of Coldwater Creek's brand identity through compliance with corporate visual directive.
- Manages merchandise flow both in and out of store.
- Ensures inventory control.
- All other related projects and/or duties as assigned by the Store Leadership Team.

Core Competencies:

- Leadership Skills
- Team Building
- Action / Execution
- Communication / Training
- Accountability
- Time Management

Requirements:

- Proven exceptional customer service skills
- Customer focused, team oriented and strong people skills
- Specialty retail apparel and hard goods experience required
- Merchandising/visual skills; experience with specialty retail apparel and hard goods
- Ability to troubleshoot and problem solve
- Consistently exhibits high energy level; ability to handle multiple tasks easily
- Ability to work on their feet in a fast paced environment for extended periods of time
- Demonstrated leadership ability and positive work ethic
- Extreme flexibility and adaptability to work weekends and overtime
- Passion and desire for excellence; motivated and results driven
- Detail oriented, conscientious, thorough and reliable
- Excellent written and verbal communication skills
- Strong working knowledge of POS systems, Word and Excel preferred

Reporting Relationships:

Reports To: Store Manager

Supervises: Sales Associates