

de  
**GRUCHY**

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**JOB DESCRIPTION**

- Job Title:** Cosmetics & Fashion Accessories Department Manager
- Job Reference:** FT/DM/08/19
- Salary:** 40-43K/annum
- Responsible to:** Store Director & Assistant Store Director
- Hours of Work:** 40 hours per week over 5 days out of 7 days a week
- Staff Reporting:** Sales Assistants
- Job Purpose:** "To make very customer smile"  
To lead, inspire and motivate the sales team in order to deliver outstanding customer service and maximise on selling opportunities enabling the department to achieve and exceed sales targets.

**Key Responsibilities**

**Staff**

- To ensure that the team are aware of sales targets and encourage them to meet these targets
- To mentor, coach, develop and train employees on all aspects of service
- Drive Bronze, Silver, Gold scheme within the team to ensure they are delivering the sales and service level descriptions
- To keep up to date with all new products and new ranges and train staff accordingly
- To undertake department meetings, ensuring that relevant information is communicated to all members of the department
- Be able to motivate and drive the team
- To ensure that staff comply with policies and procedures at all times
- Ensure that all staff are well presented and portray the correct company image
- Drive sales by ensuring that team members maintain strong product knowledge and are 'link selling' at every opportunity.

## **Product Knowledge / Selling Skills**

- To have a comprehensive knowledge of all merchandise on the department and how it works (if appropriate)
- To keep up to date with all new products and ranges
- To use effective questioning techniques to identify Customer's needs and requirements in order to select the appropriate item(s)
- To assist and advise customers in the selection of merchandise
- Be able to maximise sales opportunities through link selling
- Make customers aware and promote A. de Gruchy & Co. Ltd website and other in store services we provide
- Email recruitment
- Ability to work towards weekly sales targets

## **Customer Service**

- To acknowledge all customers who enter the store
- Provide a fast and friendly service
- To approach every customer and establish their needs
- To advise customers on product ranges, prices, availability of stock, sizes within range thus giving them the opportunity to choose a product that best meets their needs
- To know how to demonstrate products to customers where applicable.
- To be aware of current promotions taking place in the store so that these offers can be communicated to our customers
- Resolve customer complaints effectively or involve appropriate management to ensure customer satisfaction
- Responsible for enhancing the customer experience in our rebranded store - Forever Inspired -

## **Department Management**

- Manage staff performance with the support of HR
- Complete return to work interviews
- Complete probation reviews for all new starters
- Manage and control salary to sales budgets
- Organise staffing on the department on a day to day basis, including holidays, days off etc.
- To assist with the recruitment and training of new staff
- Produce a weekly trade report
- To ensure that promotions are well executed presented and ticketed
- Identify ways of improving sales and implement them where possible
- Maintain a well merchandised and stocked department, liaise with buyers regard stockholding and any short fall
- Maintain housekeeping standards on the department including stock rooms
- Carry out annual appraisals and 6 monthly interim reviews

- To ensure that all of the till and cash handling procedures are carried out per company policy
- To work as part of the store management team to address day to day issues e.g. recruitment, disciplinary
- Implement business strategies to increase sales
- Maintain and improve company standards

### **Till Operations**

- To present a professional image when using the till and processing sales
- To carry out all till functions competently on till as per company procedure
- To collect float for the till, replenishing change and to take up the daily takings when required
- To be aware of security risks when handling money and act vigilantly at all times.

### **Merchandising / Recovery / Housekeeping**

- To deliver high standards of product presentation
- To ensure the department is well replenished
- Maintain a clean and uncluttered department

### **Working Safely**

Being aware of and adhering to:

- Health and Safety Regulations
- Companies policies and procedures as outlined in the Company Handbook

### **Person Specification**

#### **Essential**

- Previous experience in a management role
- Experience in managing and motivating a team
- Competent computer skills
- Excellent verbal and written communication skills
- The ability to lead and work as part of a team
- Passionate about customer service and retail
- Experience of successfully working to sales and profit targets
- Strong organisational and planning skills
- Self-Motivated
- Flexible and Adaptable

## **How to Apply**

In order to apply you will be required to complete an application form, please note CV's will not be accepted.

An application form can be collected in store from our accounts department on the first floor or downloaded from our website.

Once you have completed your application please return to the accounts department or alternatively post to:

Cristina Gherman, A. de Gruchy & Co. Ltd, P.O.Box 18, 50-52 King Street, St. Helier, JE4 8NN.

5 years' residency **IS NOT** required for this position

Although every care is taken to ensure the correct closing dates are advertised occasionally we will close this vacancy prior to the published expiry date if we receive a high volume of applications. It is therefore advisable that you submit your application early to avoid disappointment. In the case of this happening please continue to visit [degruchys.com](http://degruchys.com) for details of alternative vacancies.