

**Published Role Title**

Sales Team Member (SYS-51976)

Main Purpose

Deliver a great consumer experience in store whilst delivering set targets and KPIs. Effectively selling shoes and accessories through the delivery of the appropriate Clarks selling models. Support in the day to day maintenance of high retail standards both front and back of house.

Core Accountabilities

- Support the achievement of key store KPI's by delivering sales at target levels set by store Management team.
- Consistently deliver a great brand experience, including utilising technology to enhance the consumers' experience and keeping up to date with product knowledge
- Maintain the sales floor and back of house areas in order to deliver high brand and retail standards
- Put stock away in the correct places, keeping good order and stockroom aisles clear
- Follow Health and Safety procedures at all times as delivered in training
- Represent the Clarks brand at all times
- Follow cash and stock security procedures to Company standards
- Comply with company and legal requirements
- Regularly review own performance and maintains a personal development plan

Key Outputs / Results**Outputs/Results:**

- Achieve required performance standards on KPIs such as sales and multi-sales.
- Consistently deliver appropriate selling models, confidently sell the product through articulating features, advantages and benefits, meeting consumer needs
- Maintain visual merchandising standards and replenish as required
- All Health and Safety training is followed to maintain own and others safety in work.
- Maintain a smart appearance following Company guidelines on what to wear and showcasing the Clarks current in season product.
- All cash, stock and administration are completed on time and correctly to ensure compliance with Company Policies
- Work with integrity in an honest and trustworthy manner putting personal safety and that of others first
- All relevant compliance of Company Policies and legal requirements are met.
- Maintain an up to date development plan and complete all performance review documentation before and after formal reviews and take action accordingly

Store Team Store Management team Area Sales Manager

Financial

Sales
Multisales

Other Measures

Compliance

Key Relationships

Store Team
Store Management team
Area Sales Manager

Essential Knowledge

Stockroom order
Selling models
Customer Service
Stockroom

Technical Skills

IT – use of Epos systems and tablets
Product knowledge

Successful Experience

Well-developed communication skills – able to engage a variety of audiences and communicate effectively with both consumers and colleagues