

**Job Title: MERCHANDISE LEAD****Department:** Operations**Location:** Retail Store**JOB SUMMARY AND PURPOSE**

The Merchandise Lead oversees and takes ownership of the sales performance and visual standards of assigned departments within the store. This position will ensure that all assigned departments of the sales floor are always neat, clean, and organized before, during, and after business hours. This position will also ensure the store marketing and merchandising standards are met in accordance with company specifications on a consistent basis.

**DUTIES AND RESPONSIBILITIES**

- Implement product, marketing, and cleanliness standards for assigned departments, and maintain awareness of overall store cleanliness, maintenance, and safety.
- Support the execution of merchandise presentation plans and priorities for assigned departments, collaborating with store leadership to ensure newly processed products are merchandised timely to the floor.
- Participate in department walks with Assistant Manager for the day and weeks priorities.
- Lead execution of short-term action plans within departments in support in long term store strategies.
- Ensure service and merchandising standards are always met throughout departments.
- Partner with leadership team to support asset protection knowledge, execution, and awareness.
- Drive sales and department performance through merchandising, marketing, and overall organization.
- Support store management in providing effective teaching, motivating, feedback, and recognition of associates.
- Serve as a mentor to new associates during new hire orientations and onboardings.
- Collaborate with Assistant Managers to ensure markdowns are executed properly and remerchandised to standards.
- Identify merchandising successes and opportunities and communicate suggestions and solutions to the assistant Manager.
- Support other areas or projects as needed or directed by the store management team such as stocking, condensing merchandise and fixtures to the sales floor, disassembling displays and shelving.
- Create a great shopping experience for all customers by being friendly and helpful, acknowledging customers and thanking them for shopping.
- Maintain an awareness of a safe work environment by maintaining a neat, clean, and organized store, and supporting a culture of integrity.
- May be cross trained to work in other areas of the store to provide support to fellow associates through sharing of knowledge, helping to complete tasks, and assisting in customer interactions as needed.

**QUALIFICATIONS AND EXPERIENCE**

- High School diploma or GED equivalent is required.
- Six (6) months customer service experience required.
- Six (6) months supervision or leadership experience preferred.

**KNOWLEDGE, SKILLS, AND ABILITIES**

- Ability to read, understand, and utilize performance reports to help guide business decisions.
- Demonstrated ability to prioritize and make decisions.
- Detail oriented and has an eye for merchandising.

- Ability to communicate effectively and professionally with associates and managers.
- Ability to work as part of a team and inspire trust and rapport among fellow associates.
- Demonstrated ability to teach and build others' skills.
- Proven ability to drive sales results and improve sales performance.
- Ability to stand for long periods of time; lift moderate weight (up to 50 lbs.).
- Ability to work a flexible schedule including nights, weekends, and non-business hours.

### **SUPERVISION**

This position will lead the work of other associates within their assigned department(s) but does not have direct supervisory authority over any associates.

### **DISCLAIMER**

*This description does not state or imply that the duties listed are the only duties to be performed by the position incumbent. Justification for information provided in the job description may be requested. Employees are required to follow job-related instructions and perform other job-related activities assigned by their supervisor.*

*All requirements are subject to possible modification in order to provide a reasonable accommodation to individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves, other employees, or the public.*