

POSITION DESCRIPTION

JOB TITLE:	Assistant Shop Keeper	FLSA STATUS:	Non-Exempt, Part-Time
REPORTS TO:	Shop Keeper	GRADE LEVEL:	
DIRECT REPORTS:		REVISED:	10/2009

Position Summary:

Selling to and servicing of all Friends; Participates in day-to-day store operations and projects as assigned by management; Trained in all management functions of store operations; Manage store in absence of Shop Keeper

Scope of Responsibilities:Selling with CARE Responsibilities

- Provides excellent friend service both on sales floor and in fitting rooms; drives business and offers excellent friend service by utilizing company promotions and tools
- Knowledgeable in personal and store statistics; Works toward achieving personal and store goals
- Works as a member of the store sales team to increase sales and meet or exceed all store and individual goals
- Follows all company/region initiatives set forth by Christopher & Banks and by Shop Keeper
- Ability to delegate; hold Personal Shoppers accountable for selling and non-selling duties
- Works respectively and cooperatively with both internal and external Friends, team members and supervisor
- Is product knowledgeable and ensures all Friends receive accurate product information

Responsibilities

- Makes management decisions, performs all management duties and day-to-day store operations in cooperation with and in the absence of Shop Keeper and Assistant Shop Keeper
- Ability to train personnel in Selling with CARE techniques; takes an active role store manpower planning
- Assists the Shop Keeper in upholding company visual presentation standards per Visual Merchandising Update & Virtual Presentation Guideline expectations including store standards
- Operates Point of Sale register system with proficiency
- Abides by Christopher & Banks ethics standards as dictated by the Code of Business Conduct
- Complies with company dress code guidelines
- Reads, understands and follows all company procedures within the Visual Presentation Guide, Associate Handbook and the Online Policy Manual
- Reads Daily Storenet updates and emails regularly; communicates priorities to the team
- Follows all Loss Prevention processes and procedures
- Actively participates in store training and store meetings; is proactive in personal training

Required Qualifications:

- High School diploma or GED required
- Prior management experience in retail sales preferred
- Expertise in customer service and selling
- Knowledge of women's fashion, visual presentation or merchandising is a plus
- Proven track record of growth in retail sales or related sales field preferred
- Ability to perform several tasks concurrently with ease and professionalism
- Ability to read, write and comprehend basic mathematics and instructions

- Some knowledge of computer experience is required
- Ability to learn and communicate product knowledge effectively to customers
- Focused on delivering high levels of customer satisfaction to internal and external customers
- Willingness to work flexible schedule including nights, weekends and peak business times such as company driven events
- High energy, enthusiastic, self-motivated
- Ability to adapt to change
- Must be a team player. Work collaboratively with others
- Strong problem solving skills and the ability to make decisions in the best interest of the business
- Regular and punctual attendance for all scheduled work hours

Physical requirements:

- Ability to stand for entire length of shift
- Ability to lift up to 40 lbs. and use equipment such as hammers, ladders, merchandising hardware, Dollies/two-wheelers, etc.

Travel and special schedule requirements:

- Limited travel as required by business needs
- Weekends, evenings and most holidays required

Core Competencies:

- **Communication** – Communicates clearly, actively listens, asks insightful questions, provides feedback; Spends the extra effort to put others at ease; is a good listener.
- **Results Driven**– Measures performance; sets appropriate priorities; is accountable for the success of a job; can be counted on to exceed goals successfully; consistently strives to be one of the top performers; very bottom-line oriented; pushes self and others for results.
- **Develop and Motivate** – Provides coaching; encourages others to produce high-quality work' builds morale and motivates the team; is good at establishing clear directions; distributes the workload appropriately; lays out work in a well-planned and organized manner; maintains two-way dialogue with other on work and results; brings out the best in people; is a clear communicator
- **Team Work** – Helps create team spirit; works to support the goals of the team; shows support and concern for the well-being of the team; cooperates and collaborates.
- **Change** – Clearly explains the need for change; helps make others feel ownership of the change, helps move the team forward.
- **Adaptable** – Embraces change; learns new skills willingly; creates new approaches to solve problems.
- **Self Awareness** – Is aware of how s/he is perceived by others; is open-minded; maintains courteous attitude.
- **Interpersonal & Relationship Building** - Professionalism; positive attitude; communicates effectively; respected by peers; sensitive to others; can be relied on, is respectful of others; encourages collaboration and cooperation; is a team player.
- **Strategic Thinking/Action** – Anticipates outcomes; translates goals into actionable steps; breaks problems down into manageable pieces, evaluates the effectiveness of a solution after it's tried, acts in a positive manner to upcoming needs.
- **Cooperation** – Supports decisions that may differ from personal opinion, thinks win-win, and avoids behaviors that are damaging to teamwork.
- **Respect** – Builds trust with others, shows consideration for others, works well with others that have different opinions or backgrounds, shows concern for how one's behavior affects others.
- **Responsibility** – Meet standards of excellence, makes things happen, demonstrates high commitment, gives credit where it's due, faces up to difficult situations.
- **Collaboration** – Partners with others, keeps others informed of items affecting them, is open to new ideas, allows others to share opinions.

Communicate

Cooperate

Collaborate

Responsibility

Respect