



## **Job description**

<b>Job title:</b>	<b>Corporate Specialist</b>
<b>Date prepared:</b>	<b>October 2011</b>
<b>Department/location:</b>	<b>Luxury Department Store/ Corporate Office</b>
<b>Report to:</b>	<b>Andy Oshrin/ CEO and Retail Coordinator</b>

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**General purpose of the position:** responsible for the selling process, client service and individual sales performance in order to assist the department store team in the achievement of the department sales plan. accountable for the development of the business through the use of enhanced selling skills, attaining key relationships, exceptional customer service and the increased clientele. responsibilities include, but are not limited to the following:

**Essential duties and responsibilities:**

- achieve personal sales goal
- understand and communicate the Milly aesthetic, brand philosophy and lifestyle to the sales team and the customer
- ensure the highest level of customer service by adherence to selling floor etiquette and non-negotiable selling standards
- develop relationships with department store executives, buyers, managers and sales staff
- provide daily comprehensive feedback that communicates successes, challenges and current business trends for CEO and retail coordinator
- communicate the customer voice and feedback at quarterly buying appointments at the wholesale level
- developing a clientele book while respecting the department store's policy
- ensuring that the thank you note policy is being maintained and that every customer that makes a purchase receives proper written correspondence
- communicate to retail coordinator quality issues to improve customer service
- ensure that a gracious and respectful selling environment is maintained at all times

- assist with maintaining all selling floors, visual displays and stock areas
- assist with seasonal product seminars and brand awareness
- maintain and perform corporate duties in a timely fashion while upholding sales quotas
- adhere to all Milly policies and procedures
- support online and Milly Madison sales when inventory is not available in the department store inventory

**Skills and abilities required:**

- professional sales development skills
- exceptional interpersonal skills
- comfort in making decisions

**Computer equipment and software requirements:**

- efficient in Microsoft outlook, word and excel

**Education and experience required:**

- minimum 1 years selling experience in a comparable retail environment
- college degree