

Macys cosmetics Fairview Heights, IL (St Clair Square)



Location

Missouri

<https://www.genclassifieds.com/x-376436-z>

We're excited that you have decided to explore a role in one of our most dynamic departments. Scroll down to see the essential functions and qualifications for each of these dynamic positions with Macy's: Macy's Beauty Advisor and Macy's Counter Manager.

Beauty Advisor Overview:

With a role in the Macy's Cosmetics Department, you will have the opportunity to help others look their best every day. You'll make one-on-one connections with customers to learn their sense of beauty and style, develop your artistic side through customer consultation and make-up and product application, and attain a sense of accomplishment when your skills combine with your passion for beauty to reach personal and team sales goals. Previous cosmetics experience is nice to have, but is not required to begin a career in beauty at Macy's.

Beauty Advisor Essential Functions:

Initiate service consultations to determine the customer's preferences and buying/service needs; explain and demonstrate use of cosmetics through actual application
Partner with Sales Manager and Counter Manager to identify business driving opportunities and stock needs

Develop a repeat-business customer base in order to regularly communicate: upcoming events, new merchandise receipts and product replenishment to increase incremental sales

Provide an exceptional customer experience by ensuring the customer is always the priority

Leverage product knowledge to increase sales by educating and assisting the customer in making the best choice

Attend product training classes and seminars

Achieve Scorecard and counter sales goals

Participate in pre-selling and sales driving events as well as processing of new receipts, damages, testers, and return to vendors (RTVs)

Maintain high customer readiness standards by ensuring proper presentation, organization, storing, and replenishment of stock as well as good housekeeping standards

Serve as a Role Model/Mentor to new hires

Proficient in POS systems including search and reporting. My Counter POS system is used to ensure sales and shortage detection initiatives are executed. Perform daily in-counter and customer-facing tasks as needed. Regularly demonstrate attention to detail and punctuality.

Beauty Advisor Qualifications:

Education/Experience

Â· High school diploma or equivalent

Â· Previous cosmetic or fragrance sales experience

Communication Skills

Customer Communication

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Â· Ability to read, write, and interpret labels including warnings and ingredient lists on products

Â· Ability to effectively communicate with and present information to customers, vendors, buyers, peers, and all levels of management

Mathematical Skills

Â· Basic math functions such as addition, subtraction, multiplication, and division

Â· Able to use a calculator and calculate percentages and ratios

Â· Must be able to make change in American monetary units

Reasoning Ability

Â· Must be able to work independently with minimal supervision

Physical Demands

Â· This position involves constant moving, talking, hearing, reaching, grabbing and also standing for at least two consecutive hours

Â· May occasionally involve stooping, kneeling, crouching, and climbing ladders

Â· Vision abilities include close vision, color vision, depth perception, and ability to adjust focus

Â· Involves lifting at least 40 lbs.

Other Skills

Â· Superior organizational and time management skills

Â· Must be able to build relationships and influence others

Â· Ability to set and achieve goals

Â· Ability to multi-task in a fast-paced environment

Â· Must possess a strong sense of urgency and a thirst for knowledge

Â· Must be able to lead by example

Work Hours

Â· Ability to work a flexible schedule including days, nights, weekends, holidays, and sales events, based on department and store/company needs

Counter Manager Overview:

With a role as a Counter Manager in the Macy's Cosmetics Department, you will be responsible for supervising the complete operations of a cosmetics line, including developing a team of highly productive Beauty Advisors. Additionally, you will make one-on-one connections with customers to learn their sense of beauty and style, develop your artistic side through customer consultation and make-up and product application, and attain a sense of accomplishment when your skills combine with your passion for beauty to reach personal and team sales goals.

Counter Manager Essential Functions:

Recruit, train, coach, motivate, and develop new and incumbent beauty advisors on company policies and procedures, product knowledge, and personal and department productivity goals

Role model expectations through initiating service consultations, sharing technique and product knowledge through actual application, and developing a repeat-business customer base

Sell merchandise through exceptional customer service techniques and professional selling skills to reach personal productivity goals
Develop and implement business-driving events and ensure proper execution to achieve counter productivity goals
Communicate productivity goals, monitor associate productivity levels, and provide coaching and feedback
Review and analyze business performance of daily, weekly, monthly, seasonal, and annual sales results
Supervise proper presentation, organization, storing, a replenishment of stock
Ensure timely processing of new receipts, damages, testers, and return to vendors (RTVs) through delegation to self and staff
Communicate regularly with vendors, planners, and buyers regarding stock needs, customer preferences, and special events
Attend product training classes and seminars
Participate in pre-selling and sales driving events
Maintain high customer readiness standards by ensuring proper presentation, organization, storing, and replenishment of stock as well as good housekeeping standards
Proficient in POS systems including Search and Send and My Client
Participate in physical inventory process
Ensure safety and shortage prevention initiatives are executed
Perform other customer-facing, duties as needed
Regular, dependable attendance and punctuality

Counter Manager Qualifications:

Education/Experience

- Â· High school diploma or equivalent
- Â· A minimum of one year of previous selling experience required, preferably in Cosmetics
- Â· Previous supervisory experience preferred

Communication Skills

- Â· Ability to read, write, and interpret general business reports and labels including warnings and ingredient lists on products
- Â· Ability to effectively communicate with and present information to customers, vendors, buyers, peers, and all levels of management

Mathematical Skills

- Â· Basic math functions such as addition, subtraction, multiplication, and division
- Â· Able to use a calculator and calculate percentages and ratios
- Â· Must be able to make change in American monetary units

Reasoning Ability

- Â· Must be able to anticipate and solve problems

Physical Demands

- Â· This position involves constant moving, talking, hearing, reaching, grabbing and standing for at least two consecutive hours;
- Â· May occasionally involve stooping, kneeling, crouching, and climbing ladders
- Â· Vision abilities include close vision, color vision, depth perception, and ability to adjust focus
- Â· Involves lifting at least 40 lbs.

Other Skills

- Â· Superior organizational and time management skills
- Â· Must be able to build relationships and influence others
- Â· Ability to set and achieve goals
- Â· Ability to multi-task in a fast-paced environment
- Â· Must possess a strong sense of urgency and a thirst for knowledge
- Â· Must be able to lead by example

Work Hours

- Â· Ability to work a flexible schedule including days, nights, weekends, holidays, and sales events, based on department and store/company needs

This job description is not all inclusive. Macy's Inc. reserves the right to amend this job description at anytime. Macy's Inc. is an Equal Opportunity Employer, committed to a diverse and inclusive work environment.

To apply for this position please use link below to apply online.

<http://beauty.macysjobs.com/Referral/Search/JobDetail/7164545>