

CATHERINE'S BRIDAL BOUTIQUE
CUSTOMER SERVICE SALES REPRESENTATIVE
JOB DESCRIPTION

- Represent and market Catherine's Bridal Boutique in a positive, professional manner.
- Answer phones in a professional manner.
- Schedule customer appointments.
- Greet customers and determine what each customer wants or needs.
- Recommend, select, and help locate or obtain merchandise based on customer needs and desires.
- Give advice and guidance on product selection to customers.
- Build customer confidence and offer suggestions.
- Compute sales prices, total purchases and receive and process cash or credit payment.
- Keep up to date with special promotions and explain these promotions to customers.
- Ticket, arrange and display merchandise to promote sales.
- Answer questions regarding the store and its merchandise.
- Help customer make selections.
- Describe merchandise and explain use, ordering procedures, and store policies to customers.
- Steam, press and prepare gowns for pick up.

THE IDEAL CANDIDATE HAS THESE QUALIFICATIONS

- Belief in the Mission of Catherine's Bridal Boutique
- A passion for weddings and special occasions!
- A positive attitude
- A friendly and engaging personality
- Willing to learn
- Comfortable working with members of the public
- MUST be helpful, polite, patient and respectful
- Able to work as part of a team
- Dedicated to meeting the goals of the team
- Excellent communication skills - Includes both, being an articulate speaker, as well as, a good LISTENER
- Adaptability – MUST be able to multi-task and move quickly from one project to another
- Initiative and self-motivation
- Persuasiveness
- Stress tolerance
- High energy level
- Integrity
- General knowledge of Microsoft Excel
- Experience in a retail, customer service or sales environment preferred, but not required
- Professional in appearance
- Physically fit - You will be on your feet for most of the day, you will be required to lift large amounts of stock and you will be required to navigate stairs on a regular basis
- At least 17 years of age, with your own transportation