



JEWELERS OF AMERICA

## SAKS FIFTH AVENUE JOB OPPORTUNITIES

### SAKS FIFTH AVENUE JEWELRY SELLING ASSOCIATE

#### DADELAND, FL

Job ID: 220

**Job Description:** Under the leadership and guidance of the Selling Manager, the Sales Associate is responsible for providing outstanding customer service, establishing and developing strong customer relationships, building individual sales volume and establishing new accounts. They will demonstrate an entrepreneurial approach to growing their customer base & client spend, and partner effectively with other team members.

A successful Saks Fifth Avenue Selling Associate is:

#### **Professional, Knowledgeable, and Authoritative:**

All Saks Fifth Avenue associates are professionals and strive for continuous improvement through hard work, practice, and ongoing learning. They possess great expertise about the product in their 'home' department and they have a solid depth of knowledge of products throughout the store. They understand fashion and style, and know the difference between the two.

#### **Successful, Renowned, and Preeminent:**

At Saks every sales associate must aspire to sell a minimum of \$1MM per year. That level of sales is indicative of an individual's ability to engage customers and develop professional intimate relationships with them.

#### **Warm and Friendly with a Passion for Service:**

Saks Fifth Avenue associates like people. They are outgoing and optimistic. They are relationship builders. They look for opportunities to exceed their customers' expectations, to surprise and delight by going 'above and beyond' what is the norm. Exceptional service is expected, recognized and celebrated.

#### **Entrepreneurial, Resourceful and Agile:**

At Saks Fifth Avenue we provide an incredible amount of support to the selling process and our sales associates. In addition to our great store environments and top in the market assortments we have:

- World-class alterations departments to ensure the customer's purchases are finished perfectly
- Inspired Visual Merchandising teams and sales support teams to provide an exciting and well maintained environment
- Captivating national marketing campaigns including catalogs, advertising and direct mail to drive customers into our stores



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- Saks.com, for shopping on the web, because we know multi-channel customers spend more in every channel.
- We offer our customers credit along with the most rewarding affinity program in the world: SaksFirst.
- A state of the art electronic clienteling system, a tool for building stronger customer relationships and serving each customer better.
- Access to our entire inventory in all Full Line Saks Fifth Avenue Stores: no matter what your location, the rest of the company is your warehouse. And we combine that with an automated locator system to ship it directly to the customer.

### Job Requirements:

- High school graduate or equivalent
- 2+ years of sales experience preferably in a customer focused environment. Consistent sales performance with demonstrated results in achieving and exceeding sales quota required.
- Effective interpersonal, verbal and communication skills.
- Ability to work effectively using available technology such as electronic register and clienteling systems, CBT terminals, etc
- Energy, attention to detail, initiative, and enthusiasm are required.
- Ability to work well in a fast-paced, team oriented environment that requires a high degree of multi-tasking with minimal supervision.
- Required to work a flexible schedule based on business needs that includes, evenings, weekends and holidays.

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## SAKS FIFTH AVENUE - JEWELRY SELLING MANAGER HACKENSACK, NJ

JOB ID:11066

**Job Description:** Under direction from the General Manager, the Jewelry Selling Manager is responsible for building sales volume, establishing and maintaining customer relationships, creating effective teamwork among associates, and developing sales associate talent through consistent coaching opportunities. The Jewelry Selling Manager is responsible for maximizing department and vendor sales volume in accordance with all store and company goals, policies, procedures, and techniques. The Jewelry Selling Manager is not only the department's brand filter subject matter expert, but also ensures a professional selling environment through the development of sales professionals. Often, the Jewelry Selling Manager will act as a liaison between the store and vendor representatives.

### Essential Duties and Responsibilities:

- Create a professional selling environment by communicating and exemplifying Saks Fifth Avenue standards of excellence
- Provide leadership and customized coaching to sales associates, resulting in an increase in sales, service, and profitability

- Maintain a consistent high level of customer service within the Jewelry department by recruiting, selecting, training, and developing quality professional sales associates
- Proactively generate ideas to develop business opportunities and maximize sales to achieve or exceed all financial goals (Sales, Earnings, Shortage, Vendor Performance etc) established for the department
- Deliver ongoing education, assessment and performance feedback to sales associates with regard to sales, credit, merchandise, events, policies and procedures
- Manage the resolution of customer service related issues with a focus on providing an exceptional customer experience
- Maintain relationships between Saks Fifth Avenue and all jewelry vendor representatives
- Organize vendor trunk shows throughout the year to increase variety of selection and department volume
- Communicate with the Buying Office to ensure the most appropriate product selections for the store
- Promote cross-selling opportunities between Jewelry sales associates and other associates in the store
- Utilize automated scheduling system to maximize staffing decisions for the department
- Oversee merchandise selection, evaluate merchandise performance, and adjust product presentation and visuals to meet sales objectives
- Other store initiatives as assigned by management

### **Job Requirements:**

#### **Minimum Qualifications and Skill Requirements:**

- Minimum 5 years of management experience and a proven track record in leading a successful group
- Demonstrated track record of customer focus sales growth
- Demonstrated ability to manage, develop, and motivate people while driving company and store initiatives
- Ability to independently learn IT applications, clienteling tools and software proprietary to Saks Fifth Avenue
- Focused on attention to detail, taking initiative, and creating a positive working environment
- Ability to work well with others, as well as the ability to work independently to drive a successful department
- Exhibit sound business judgment, demonstrated people management, and organizational ability
- Excellent interpersonal, verbal and written communication skills
- Bachelor's degree required; GIA certification highly desired

#### **Physical Requirements and Working Conditions:**

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee must be able to physically maneuver and handle racks and carts of merchandise. Lifting of up to 15 pounds may be required.
- Ability to work a flexible schedule based on business needs, which may include evenings, weekends and holidays

Send resumes to [Lori\\_Levine@s5a.com](mailto:Lori_Levine@s5a.com)