



## Job Description

<b>Job Title</b>	Retail Stylist
<b>Job Category</b>	Full-time
<b>Reporting to</b>	Brand Manager
<b>Location</b>	Second Base - Weibdeh, Jordan
<b>Main Focus</b>	Ensure customers satisfactions and ROI

### Job Purpose

The retail stylist should support Second Base clients and customers in selecting fashionable outfits and ensure they are well greeted and are enjoying second base shopping experience. The retail stylist's main responsibilities include providing one on one customer service, by recommending fashionable items that match the look the customers wish to dress. The retail stylist should also oversee the internal operations and sales of second base. He/she is responsible for overseeing the daily operations, making sure it runs smoothly and effectively: the sales of the shop, the visual merchandising, the creation of a community around the shop's customers, the maintenance of an adequate system of sales records, the preparation of sales forecasts and the organization of creative events /activities at the shop.

### Work Relations and Reporting Process

- Coordinating with the Brand Manager and Country Manager on all Second base day to day operations and technical matters.
- Coordinating with the Logistics Manager and follow-up on purchase requests, pickups and deliveries.
- Coordination with the Marketing Manager in coordination with brand Manager on all matters related to promotional partnerships, social media, designs and advertisements

**N.B:** if your requests were not handled by concerned parties you may Contact the HR Manager for further support.



## **Duties and Responsibilities**

1. Greet customers as they enter Second Base.
2. Create complete looks from head to toe to match clients' style.
3. Pick and recommend shoes and accessories that complement clients' outfits.
4. Inform customers about fashion trends by posting tips on social media and new arrivals by broadcast messages.
5. Provide product details, including fabrics, wash care instructions, prices and discounts.
6. Ensure proper item presentation and appealing visual merchandising.
7. Manage stock replenishment by pricing, tagging and adding items to the system through the agreed upon procedure.
8. Ensure compliance process when buying cloth from third party according to agreed on policy
9. Remember loyal customers' names, sizes and preferences and maintain cordial relationships.
10. Drive customer service excellence to every aspect of the store, including display of merchandise, items placement, store layout, and selling procedures.

## **Operations**

1. Balancing the cash and inputting daily net sales in the safe,
2. Report any technical issues in Second Base during the day.
3. Oversee and coordinate the cleaning and maintenance work.
4. Respect opening and closing hours of Second Base
5. Manage the unpacking and the display of merchandise.
6. Ensure timely submission of all personnel paperwork
7. Update the system before closing
8. Report back to the management on sales transactions, most demanded items and needed merchandise for shop replenishment.
9. Support and oversee activities taking place in the shop such as workshops, "make your own items from fabric waste" initiative, sewing workshops...
10. Ensure strategic goals and sales targets of the store are met by maximizing sales and gross profit.
11. Perform any other task as needed and requested

## **Qualifications and Requirements**



- Proven work experience as a Retail Stylist or similar role in the fashion industry.
- Sales experience in clothing and accessories
- Excellent customer service skills.
- Ability to create looks for different styles, occasions and body types.
- Detail oriented and good communications skills

### **Responsibilities Related to Internal Control System**

The organization's internal control system is comprised of a set of rules, policies, and procedures that FabricAid implements to provide reasonable assurance that:

1. Its financial reports are reliable,
2. Its operations are effective and efficient,
3. Its activities comply with applicable laws and regulations.

The organization's board of directors, management, and all personnel are responsible for the internal control system. Thus, the Retail Stylist is also responsible for ensuring internal control and non-compliance will result in direct dismissal.

### **Confidentiality**

All documents are confidential and should not be shared with third party without the consent of the General Manager.

### **Other Conditions**

A one-month notice of leave or termination of his/her job should be granted, regardless of who requests the discontinuation of the employment.

### **Job Application**

Interested candidates are asked to send an updated CV and a cover letter expressing their interest and qualifications to the **Ms. Jana Oueini the HR Manager** at the following email address: **jana@fabricaid.me** Please mention the position title in the subject of your email.