
INSTORE

VISUAL

MERCHANDISER

GLASSONS

Position Description

Instore Visual Merchandiser

Job Title	Instore Visual Merchandiser
Department	Retail
Reports To	Store Manager
Date	

Overview

The Stockroom Manager is responsible for maintaining stock levels and effective stockroom management.

Primary Purpose

- To process all incoming and outgoing stock accurately and efficiently.
- To ensure that the store is refilled to the required standard at all times.
- To organise and maintain the stockroom in a clean and orderly manner to facilitate the profitable sell through of product.
- To assist in the role of sales assistant as required.

Dimensions

Dimension	Description
Key Internal Relationships	Retail team, State /Cluster VM
Key External Relationships	General Public

Key Responsibilities (KRA's)

Position Goals and Key Performance Indicators (KPIs) are included in a separate document.

Key Result Area	Actions
Merchandising and Presentation of Store	• Action all store remixes • Follow up on all props & window components and ensure they arrive in a timely manner • Ensure all in-store signage is correct and to company direction • Ensure that all weekly merchandising instructions are carried out and implemented in a timely manner and as per Merch Brief • Position new lines onto the shop floor, ensuring key product is in prominent positions • Mannequin hair styles and overall styling to be at a high standard • All standards & housekeeping to be as per company standard. • Ensure all sell through of product is re-worked urgently and volume lines are merchandised to company standard. • Ensure refill is completed within the designated time frames. Store must be refilled at a minimum of every two hours daily.
Reporting	• Complete Money Mapping weekly • Complete Tables and Rounds report • Run reports to understanding of Top Sellers daily to ensure they are placed in key positions within the store • Use Peak Trade prep document to ensure the set up of peak trade reaches maximum sales potential through merchandising • Request top selling lines for top ups
Incoming Stock	• Process and place new lines on floor by 9am (or as required) • Process and place repeat lines on floor in a timely manner • Hang stock on correct hanger • Place stock on floor in correct size and colour order • Do not overfill the store with incoming push • File excess stock in an appropriate, logical way and label in styles
Stock Maintenance	• Store similar product and styles neatly together • Label all folded product by style and description • Rework stockroom regularly to cope with demand • File all equipment into correct storage areas • File window props neatly in appropriate area • Ensure an accessible area for accessory storage that is organised and labelled clearly • Ensure that ends of lines are communicated • Action consolidations as required

Key Responsibilities (KRA's)

Key Result Area	Actions
Stockroom Procedures	• Plan your day using the VM Planner and VM Memo • Send overflow of hangers to D.C. • Thoroughly Infill daily (wall by wall, prong by prong) by size and colour • Process incoming and outgoing transfers accurately and daily • File all paperwork daily i.e. transfer slips • Update In transit report daily • Action markdowns in stockroom • Prepare stockroom for stocktake thoroughly
Leadership & Training	• Maintain new merchandising initiatives that are implemented by the Visual Merchandising team • Lead by example in all store activities and operate with a high personal standard • Provide the benchmark for other team member aspirations • Alongside Store Manager, assist in succession of upcoming visual merchandise positions • Provide directives for all in store and backroom maintenance as per company expectations • Train, coach and enforce adherence to company presentation standards • Ensure continuous training is implemented • Attend all VM Workshops
Housekeeping	• Ensure POS library is kept neat and up to date • Vacuum floor daily • Ensure sink area is clean and tidy; cutlery clean and in good condition • Ensure stockroom area is clean and rubbish has been removed • Ensure shelves are free of dust • Ensure stockroom area is safe, ladders correctly used, fire exit is clear
General Duties	• Ensure personal items are kept in an orderly manner in a designated area • Ensure folding table/floor and bench is clear of product and equipment • Communicate to Store Manager when stationery and equipment is low • Keep stationery organised in appropriate area • Pass POS and communication on to Store Manager by 9am . Ensure POS procedure is followed.
Team Communication	• Strong relationship and communication with Store Manager to ensure product placements and stock communication is high. • Keep team informed of all stockroom functions • Communicate clearly with team and be approachable at all times • Discuss with Store Manager any difficulties, the resolution and timeframe • Communicate to State/Regional VM regularly.
Personal Development	• Pro-actively own your ongoing training and development • Complete all Glassons training in the required timeframes

Key Responsibilities (KRA's)

Key Result Area	Actions
Time Management	• Manage time effectively to ensure at work on time and back from breaks as required • Work with urgency to ensure all daily tasks are achieved within designated time frames
Health & Safety	• Adhere to all Health and Safety policies and procedures • Ensure continual Health & Safety education • Proactively identify and mitigate risks • Report any incidences
Security	• Be alert to store security at all times
Other	• Identify continuous improvement opportunities • Conduct other duties as required • Strictly follow the company dress code standards • Adhere to company policies and procedures at all times

Job responsibilities may be altered periodically to accommodate changes in company structure and direction.

Person Specification

Experience

Essential	Years	Preferred	Years
Customer Service	2	Experience in customer sales focused environment	1-2
		Experience in a fast paced, volume business	

Role Capabilities

Capability	Descriptive Summary
Drives Sales Results- a Competitive Goal Setter	A competitive goal setter who drives sales results and models on-brand behaviours to ensure sales results are exceeded.
Drive for Exceptional Customer Experience	- Knows that the key to the brands success is the front line, and focuses energy on developing, inspiring the team and each other to deliver excellence to the customer always. - Intimately lives and enforces the company standards for sales and service. Has a robust understanding of the customer and is innovative when it comes to customer interactions. Identifies and capitalises on emerging needs and trends.
Stock Management	Effectively manages stock levels and storage to ensure efficiencies and organisation.
Stockroom Organisation	High level of organisation to ensure an orderly and systematic stockroom.
Effective Communication	Ability to professionally communicate clearly and effectively in both written and verbal forms.
High attention to detail and accuracy - quality of work	Delivers a high quality of work in terms of accuracy, effectiveness and free from errors. Very thorough, both in operations and customer relations. Are thorough, precise and produce high quality, accurate work. Carefully monitors work and double checks to ensure all standards are met and information is in an accurate and useable format.

Person Specification

Personal Attributes

Capability	Descriptive Summary
Works with Urgency - Quantity of Work	• Ability to manage multiple tasks simultaneously, to prioritise and handle pressure. • Works to a high quality of output, speed, and adjusts to a fast paced, demanding work environment and personal productivity. Works with urgency/pace and has an excellent qualified degree vision. • Manages their time effectively. Takes a systematic proactive detailed approach to their entire role. • Establishes systems and processes to streamline responsibilities and create efficiencies. Prepares in advance where possible.
Continuous Improvement Focus	• Always looks for improved ways of doing things.
POS	• Able to efficiently use POS
Ability to work with minimal supervision	• Able to work with minimal supervision.
Goes above and beyond with a strong sense of urgency	• Pulls out all stops with urgency - nothing is too much trouble. Uses initiative and makes things happen. Encourages, supports and guides others.
Self-motivated, high level of awareness and energised	• Is highly self-motivated, energetic with the ability to self-manage. Proactive and positive attitude and contribution. • Consistently maintaining high levels of productivity; sustaining long working hours when necessary; operating with vigour, effectiveness and determination.
Passionate about fashion, people and the brand	• Thrives on keeping up to date with fashion and trends. Loves assisting people to look good while being brand ambassadors.
Resilience and adaptability	• Maintains balance and composure in stressful situations, handling stress in a manner that is acceptable to others and to the organisation. Ability to work with urgency in a fast paced and demanding environment. • Able to maintain stable performance under pressure. Deals positively and constructively with problems and feedback without becoming defensive.

Person Specification

Personal Attributes

Capability	Descriptive Summary
Flexibility with a willingness and ability to learn and continually change	Ability to continually adapt positively with change. Identify improvement opportunities. Ability and willingness to continually learn new things and strive for continuous improvement.
Takes ownership and accountability	Takes full responsibility for their role, contribution, decisions and the customer experience.
Professional Manner	Acts in a way that respects others and meets a high standard of behaviour and dress.
High Level of Emotional Intelligence	Self-controlled, self-aware, patient and calm. Works well with the emotions of others.

Acknowledgement

I acknowledge that I have read, understood and agree with the requirements of this position. I am able to meet the travel requirements and agree to perform the tasks and duties listed.

Team Member's Name

Team Member's Signature

Date

State/Cluster Manager's Name

State/Cluster Manager's Signature

Date