

# Rodes for Her

**Job Title:** Personal Stylist – Women’s Clothing and Accessories

**Job Summary:** Rodes is looking for a part-time/full-time personal stylist and sales professional to assist customers at our retail store in Louisville, KY. Rodes is a stand-alone store selling the world’s leading luxury clothing and accessory brands.

The Personal Stylist establishes direct relationships with customers, ascertains what each customer needs or wants, and meets productivity and sales goals. Using their expertise and sense of style, our Personal Stylists give exceptional customer service in person, on the phone, and via text to new and established customers. The front of the house staff maintains a clean and well-displayed boutique, stocks merchandise, organizes sales racks and shelves, lays out new products, and builds merchandise displays.

## **Job Responsibilities:**

- Warmly greets customers, giving full attention to the customer, establishing rapport and helpfulness. Provides exceptional customer service including assessing customer needs and wants, quality standards for service, and evaluating customer satisfaction.
- Develops one-on-one relationships with customers; promptly and professionally contacts customers to follow up on orders, issues, or inform about trunk shows and special events.
- Resolves customer issues in collaboration with leadership.
- Works collaboratively with team members and leadership to achieve sales goals and provide the highest quality customer experience.
- Maintains exceptional product knowledge of vendors, products, and services. Strong working knowledge of the principles and methods for showing, promoting, and selling luxury goods including product demonstration, garment fit and alternations, suggestive selling, and wardrobing.
- Uses customer-focused selling skills, add-on selling, closing skills, and other sales generating skills.
- Maintains accurate records of customers, special orders, and product information.
- Performs other duties as assigned.

## **Qualifications and Experience**

- Warm, hospitality-driven service ethics.
- Previous experience in sales at an upscale, specialty, or luxury retailer, in hospitality/country club, or service industry.
- Excellent oral and written communication skills including an excellent understanding of English. Effectively communicate with a diverse population of ages and backgrounds.
- Self-starter, strong intrinsic motivation, is challenged to succeed and delight the customer at the same time.
- Ability to generate own sales leads.
- Professional appearance and demeanor.
- Perform basic math skills; including addition, multiply, divide, and calculate percentiles.
- Familiarity with point-of-sale operations.
- Coordinate multiple tasks simultaneously.

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## **Physical Requirements**

- Stand and walk for prolonged periods of time, up to 8+ hours.
- Carry, pull, push and lift up to 25 pounds.

## **About Rodes**

Since 1914 when Rodes opened its first men's shop, Rodes has been a family first, family run, American company that believes quality is the fabric of life. We believe in international style and local traditions. We know that good service never goes out of style and that relationships are priceless. We think style is timeless and clothes should be the perfect expression of you. We believe in made-to-measure and tailored to fit. We see art in the mix and have the eye to produce the whole.