

M A T C H E S

Job Description

Job Title: My Stylist Womenswear Manager
Department: E-Shop
Reporting to: E-Shop Manager

Key Objectives

The My Stylist Womenswear Manager position is pivotal to the success of the E-Shop, the My Stylist Womenswear Manager needs to be able to grasp the opportunities available to them and regularly present ways of attracting new clients. As a key team member, the My Stylist Womenswear Manager should be skilled in achieving and delivering aggressive department growth targets. This position requires the individual to take ownership of their business area and achieve consistently high levels of sales. This position will be responsible for building the online My Stylist sales and increasing the EShop sales in total.

Responsibilities

- Maximising My Stylist sales both by phone and online, individually and as a team.
- Building strong customer relationships and client book development, whilst representing the Matches fashion voice.
- Manage a client book of premium clients, building relationships between Matches and the client in order to maximize client spend.
- Continually developing client base through networking, events and both store and external referrals.
- Offer knowledgeable and professional styling advice, to clients.
- Recording client data on relevant systems for future reference ensuring the highest level of accuracy, confidentiality and accessibility.
- Liaise with E-Shop Manager and fulfillment team to ensure My Stylist clients orders are prioritized appropriately.
- Report to the E-shop Manager on a daily / weekly basis about My Stylist individual and team results.
- Ensure thorough product knowledge of past, current and future product ranges and are fully aware of Matches fashion trends.
- Minimize returns to the business by selling to the customer brief.
- Take ownership of all company returns to the business and convert these to exchanges where possible, using this opportunity to cross and upsell to the customers.
- Handle first level complaints about the My Stylist service levels, escalating where needed.
- Attend Buying briefings and inform and update the team.
- Highlight and escalate any stock discrepancies or issues to relevant stock team.
- Any other duties as reasonably requested