

URBAN OUTFITTERS

TITLE: TEAM LEADER

REPORTS TO: Store Management

OBJECTIVE:

To support store management team in achieving a store environment that fosters creativity and employee development. Take responsibility for all department activities in conjunction with the Department Manager and to uphold the Urban Outfitters "Peers Teaching Peers" philosophy.

EXPERIENCE REQUIREMENT:

- ↘ An understanding of the Urban Outfitters culture and its appeal to the local market
- ↘ Strong leadership and communication skills

JOB SKILLS:

VIBE:

- Model the way by delivering a positive, friendly experience by engaging the customer through conversation and service
- Act as a role model to the team by contributing to the overall vibe in the store by being positive, respectful and helpful to others

TEAMWORK AND COMMUNICATION:

- Model the way by inspiring, motivating, and encouraging teamwork
- Assist in the training and development of peers and Sales Associates
- Possess excellent communication skills, effectively delegate projects, and consistently follow-up with the team
- Actively participate in and lead department and daily meetings
- Effectively utilize Communication binders so that important information reaches the entire team

OPERATIONS:

- Demonstrate proficiency in job knowledge (i.e. register controls, shipment tasks, and fitting room guidelines)
- Take an active role in the processing of new shipment and help to keep the receiving and back stock areas clean and organized
- Assist in floor supervising within the department and the store by coordinating projects and ensuring great customer service
- Set the example by always adhering to Company policies and procedures
- Exhibit strong Loss Prevention awareness and help ensure compliance to all inventory control measures

MERCHANDISING AND DISPLAY:

- Uphold merchandising standards and ensure that the sales floor is stocked
- Maintain a neat, clean and organized store environment
- Understand how to use Company tools to react to trends and drive business
- Take responsibility for all department activities in conjunction with the Department Manager (i.e. markdowns, transfers, returns to vendors, etc.)
- Assist in merchandising and display projects and take an active participation in floor sets