

Sales Floor Associate – Bangor Mall

Location: Bangor, ME, United States (<https://jobs.jcp.com/jobs/location/191097/bangor-me-united-states>) -Bangor Mall 639 Stillwater Ave

Job ID:1101110

Store Hourly Positions

Job Type:Full-Time

Date Updated:Feb 27, 2024

General Description

Do you enjoy making things happen behind the scenes and seeing your work flourish on stage? Well—being a Sales Floor Associate at JCPenney might be the position for you!

Primary Responsibilities:

- + Customer Service & Sales
- + Greets and assists customers in finding products and delivers outstanding customer service
- + Partners with other team members when additional support is needed
- + Actively listens to customer issues in a calm and agreeable manner to resolve problems
- + Truck / Restock & Inventory
- + Follows placement directions to effectively place set merchandise statements
- + Contributes to merchandise receipt and reverse logistics processes
- + Assists with the execution of inventory processes
- + Contributes to the Shoe on Display restocking process, including mismates and stockroom organization
- + Contributes to the restock program to identify replenishment opportunities
- + SET / Visual / Environment
- + Assists with the SET processes by planning floor moves, placing graphics, and executing visual detailing
- + Identifies sell-through opportunities and remerchandise the selling floor to increase rate of sale
- + Helps oversee and maintain all fitting room and sales floor recovery processes
- + Contributes to the execution of visual elements to support merchandising statements
- + Responsible for stockroom maintenance
- + Omnichannel
- + Assists with the jcp.com process including jcp.com orders and aged and undelivered

orders/returns as needed

- + Contributes to Buy Online Pick Up In Store and Ship from Store processes as needed
- + General Operations
- + Contributes to Merchandise Transfer Out (MTO), Return to Vendor and Return to Warehouse activities
- + Assists with the Defective process execution to ensure integrity of inventory and prevent shrink
- + Performance Standards
- + Supports company shrink and safety initiatives
- + Consistently meets established performance standards for the role, including (but not limited to) product and service sales, customer service, profit, productivity, and attendance

Core Competencies & Accomplishments:

- + Solve problems and make smart decisions that drive sales, profit or customer service; execute your work efficiently and effectively; inspire strong performance in yourself and others
- + Provide great customer service; cooperate and build positive, inclusive and respectful relationships; take accountability for your actions and outcomes
- + Proactively find ways to improve the customer experience; show the confidence and courage to do what's right; take action with energy and urgency
- + Results: Solve problems and make smart decisions that drive sales, profit or customer service; execute your work efficiently and effectively; inspire strong performance in yourself and other
- + Ownership: Provide great customer service; cooperate and build positive, inclusive and respectful relationships; take accountability for your actions and outcomes
- + Intensity: Proactively find ways to improve the customer experience; show the confidence and courage to do what's right; take action with energy and urgency
- + Drive Change – Adapts quickly to changing situations with energy and a positive attitude. Coaches others through change
- + Work experience- 1-2 years of retail experience

At this time, JCPenney does not anticipate closing this job opportunity.

What you get: If eligible, we offer a competitive benefits package including medical/dental/vision, term life insurance, paid vacation/holidays*, and 401(k) with Company match. All associates are eligible for an associate discount on JCPenney merchandise. For paid holidays, associates who are eligible for paid vacation (MTO) are also eligible for eight paid holidays during the calendar year. All store hourly associates scheduled to work on a designated holiday will receive additional compensation. *For paid vacation days, as well as eligibility requirements for other benefits, please visit <http://www.yourjcpbenefits.com> About JCPenney: JCPenney is the shopping destination for diverse, working American families. With inclusivity at its core, the Company's product assortment meets customers' everyday needs and helps them commemorate every special occasion with style, quality, and value. JCPenney offers a broad portfolio of fashion, apparel, home, beauty, and jewelry from national and private brands and

provides personal services including salon, portrait and optical. The Company and its 50,000 associates worldwide serve customers where, when, and how they want to shop – from jcp.com to more than 650 stores in the U.S. and Puerto Rico. In 2022, JCPenney celebrates 120 years as an iconic American brand by continuing its legacy of connecting with customers through shopping and community engagement. Please visit JCPenney’s Newsroom to learn more and follow JCPenney on Facebook, Instagram, Twitter, and LinkedIn.

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J.C. Penney Company Inc.

Plano, Texas