

Red Coyote
Fit Specialist

POSITION TITLE: Fit Coach

Fit Specialist connects with team, customer, and community to encourage our community in their active lifestyle. As a product expert, they enhance the customer experience and meets sales targets by sharing their knowledge.

Reporting:

- a. Reports directly to Floor Manager and Assistant Managers

Position Expectations:

- a. Acknowledges that the Number One priority is the customer who just walked in the door or the customer who decides they are ready to be helped
- b. Ensures that store's Customer Experience meets the highest standards
- c. Greets customers
- d. Determines customer needs with relevant questions while maintaining a friendly conversation
- e. Assists customers in finding and purchasing equipment to meet active lifestyle current needs and possible future needs
- f. Shares product knowledge and continues to gain expertise in footwear, apparel and accessory departments
- g. Thanks the customer for shopping local with Red Coyote

Operational Expecations:

- a. Has ability to operate POS system
 - a. Processing exchanges & returns
 - b. Executing Special Order process
- b. Assist with pricing, markdowns, and rolling inventory
- c. Maintaining visual presentation of store
- d. Effectively work with 2-3 Footwear customers at once
- e. Collaborates with the team to achieve Customer Experience
- f. Ensures that store's Customer Experience meets the highest standards
- g. Adhere to scheduling requirements
- h. Minimizes personal footprint by restocking product from customer interactions
- i. Identifies daily checklist priorities and needs
- j. While working in Edmond, ensures that Manager is given time to complete tasks

Measures of Performance:

- a. Achieves Average Sale Target
- b. Achieves IPT Target