



**Position Title:** Sales Lead

**Employment Status:** Full-Time, Hourly (Non-Exempt)

**Reports To:** Assistant Manager / Store Manager

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### **Position Summary**

The Sales Lead is a key leadership presence on the sales floor, responsible for supporting daily selling operations while driving consistent execution of brand standards across the gallery. This role bridges the gap between Sales Associates and Assistant Management by providing real-time floor leadership, modeling elevated client experience, and ensuring visual and operational excellence throughout the store.

The Sales Lead plays a critical role in maintaining a high-performing, organized, and brand-aligned sales environment while supporting both associates and leadership in delivering strong business results. This role requires open availability, including evenings, weekends, and peak business periods, to ensure consistent coverage and leadership presence.

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### **Key Responsibilities**

#### **Floor Leadership & Customer Experience**

- Lead by example on the sales floor, demonstrating elevated customer engagement and brand storytelling.
  - Support Sales Associates in delivering a consistent, personalized, and high-touch client experience.
  - Step in to guide client interactions during peak traffic or complex selling situations.
  - Act as a role model for selling behaviors, product knowledge, and clienteling best practices.
  - Ensure smooth customer flow and support greeter and cashier functions when needed.
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#### **Brand Standards Ownership (Core Focus)**

- Oversee daily execution of brand standards across the sales floor, ensuring consistency and alignment.

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- Monitor store presentation, ensuring displays, fixtures, and product placement meet visual guidelines.
  - Lead floor recovery throughout the day to maintain a clean, organized, and elevated environment.
  - Partner with leadership to execute visual merchandising updates and seasonal floor changes.
  - Proactively identify and correct brand standard gaps in real time.
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### **Sales Support & Team Development**

- Support Sales Associates in achieving sales goals through coaching, modeling, and floor support.
  - Reinforce selling techniques including styling, storytelling, and client engagement.
  - Provide real-time feedback and guidance to elevate team performance.
  - Help maintain a positive, high-energy, and collaborative sales culture.
  - Support new associate onboarding through floor shadowing and hands-on training reinforcement.
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### **Operations & Inventory Support**

- Assist with shipment processing, inventory organization, and stockroom maintenance.
  - Support inventory transfers between locations with accuracy and attention to detail.
  - Ensure back stock is organized, labeled, and easily accessible for the team.
  - Assist with basic operational tasks including opening and closing procedures.
  - Communicate inventory or operational issues to management promptly.
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### **Store Coverage & Leadership Support**

- Provide strong leadership presence during Manager and Assistant Manager absences.
  - Ensure daily priorities and brand expectations are executed consistently across shifts.
  - Support management in maintaining store readiness and operational flow.
  - Act as a reliable point of contact for associates during shift-level decision making.
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### **Availability Requirements**

- Open availability required, including mornings, evenings, weekends, and holidays as needed.
- Must be able to consistently support peak business periods and high-volume shifts.
- Flexibility to align schedule with business needs similar to management roles.

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### Success in This Role Looks Like

- Brand standards are consistently executed and upheld across all shifts.
- Sales floor is always visually aligned, organized, and client-ready.
- Associates are supported, confident, and effectively guided during shifts.
- Customer experience remains elevated, consistent, and aligned with brand expectations.
- Leadership presence strengthens overall store performance and flow.
- Inventory and operational support runs smoothly and accurately.

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### Qualifications

- 1–2+ years of retail or customer service experience (luxury or specialty retail preferred).
- Strong understanding of visual merchandising and brand presentation standards.
- Proven ability to lead by example in a fast-paced retail environment.
- Strong communication, organization, and problem-solving skills.
- Passion for jewelry, fashion, or elevated retail experiences.
- Ability to work a fully flexible, open availability schedule.