



Q U A Y A U S T R A L I A

POSITION TITLE: Licensed Optician - Sales Lead

REPORTS TO: Shop Manager

DEPARTMENT: US Retail

HEADCOUNT TYPE: New Position

SUPERVISES: Sales Associates, Licensed Sales Associates

EMPLOYMENT TYPE: Part Time

JOB LEVEL: Associate

USA FLSA STATUS: Non-Exempt

SUMMARY OF POSITION:

The Licensed Sales Lead must be a Licensed Optician; this role fills ophthalmic eyeglass prescriptions and fits and adapts lenses and frames. Drives individual sales and productivity goals through personalized service while demonstrating expertise in product knowledge that supports the Quay vision and brand.

PRINCIPLE ACCOUNTABILITIES:

Supervisory:

- Maintains a consistent sales floor presence, interacting with customers and associates to ensure the best service is provided through effective floor supervision
- Coaching and developing sales associates to ensure high-level of performance and productivity
- Ability to foster a diverse team environment and demonstrating a flexible leadership style when interacting and managing employees with varying skills and responsibilities

Service & Sales:

- Ensure personal sales and productivity goals are met
- Demonstrate the ability to style a diverse group of customers with eyewear and accessories
- Prioritize and multi-task various in-store responsibilities (stocking, merchandising, etc.) while being attentive to customers
- Exhibit a professional and fashion-forward image while representing the Quay brand
- Contribute to the upkeep of the shop's brand image by maintaining visual presentation standards
- Keep current on fashion, market trends and product knowledge
- Provide merchandise and customer feedback to shop management
- Compliant with company policy and procedures ensuring operational efficiency
- Minimizing loss by following all loss prevention procedures
- Meet assigned deadlines when completing shop tasks and projects
- Comply with all shop maintenance, cleanliness and safety standards at all times

Optical:

- Fills ophthalmic eyeglass prescriptions
- Demonstrates expertise in product knowledge during frame selection
- Skillfully walks through frame selection while considering customer prescription and optical measurements
- Ensures accuracy when recording optical measurements, performing adjustments and troubleshooting
- Provides best in class optical services to all Quay customers while meeting State law requirements
- Not on the Office of Inspector General's List of Excluded Individuals/Entities (LEIE)

Budget Owner: No

Fiscal Accountabilities: Responsible for achieving personal sales goals and assisting in achieving the Shop's sales goal and KPI goals.

Key Working Relationships: This person is required to maintain strong working relationships with the Retail Field Leadership, Shop Managers, and the entire Shop team.

Required Skills & Experience:

- Current licensure in operating states that require a license or an ABO-certified optician in non-licensing states
- Knowledge of current optical principles and practices
- Not on the Office of Inspector General's List of Excluded Individuals/Entities (LEIE)
- High School Diploma or equivalent experience
- Minimum 3 years of experience in fashion sales and leadership
- Deliver a personalized customer experience
- Perform basic math functions with the ability to use a calculator
- Basic computer skills (MS Word, Excel and Outlook preferred)
- Ability to adapt and multi-task in a fast-changing, retail environment
- Flexibility to work nights, weekends, shop openings and closings according to the needs of the business
- Strong communication skills (verbal & written), including strong relationship building skills

Travel Requirements:

0% travel

Physical Requirements:

- This position is based in a retail shop environment and requires standing and walking up to 8 hours per shift
- Requires stooping and kneeling to process and place merchandise as well as reaching and pulling to obtain or stock merchandise from storage
- May be required to climb ladder or stepstool in order to stock and/or acquire merchandise for sale
- Required to lift items weighing 5 to 25 lbs regularly and in certain circumstances, weights may be higher
- Must be able to perform essential functions (with or without an accommodation) without posing a "direct threat" to the health and safety to self or others

The Company reserves the right to alter, change, abolish and even combine jobs depending upon changing conditions.