

POSITION DESCRIPTION

Fit Specialist

Position Reports to: Assistant Managers + Managers

Job Description

A Fit Specialist will advance the Pacers Running mission, vision and strategies in our retail stores and provide day-to-day customer service excellence. The Fit Specialist will seek to enhance the customer experience and serve location customers through a high level of service, empathy, and store awareness. The Fit Specialist must be customer-service oriented, and have a great depth of knowledge about product.

This position is responsible for front of house appearances including customer service, cleanliness, restocking. The Fit Specialist is also responsible for back of house appearances including organization of the stock room, hold shelf, and the transfer shelf.

The Manager entrusts this person to properly fit all customers with little to no oversight, and trusts them to follow the gait analysis process. The Manager entrusts this person to give the best quality of customer service, and to make sure the sales floor is attended at all times, and looks neat and orderly.

Qualifications

Experience

Retail or customer service experience is preferred.

Skills

Including but not limited to:

Must have excellent communication skills, verbal and written

Must be able to work effectively as a team

Must be proficient in Microsoft Office

Must be comfortable in fast-paced environment

Expectations

Must be available on weekends and holidays

Must be available for one weekend shift each weekend

Must be available to work key Pacers and Store days (GW Parkway weekend, Black Friday, Army 10 Miler, MCM weekend, Tax-free weekend, Clarendon Day Weekend)

Pillars of Responsibility

Customer Engagement

- Celebrate the accomplishment of all runners.
- Help as many people as we can through running
- Set a high tone of customer service on the sales floor (energy, enthusiasm, and knowledge)
- Be able to fit customers using the Pacers Fit Process, understand the point of each phase of the process and be able to relate the process back to the customer clearly.
- Correctly use and administer the gait analysis software when appropriate
- Be knowledgeable enough about the products we sell to answer any questions from customers
- Maintain a high level of store awareness (who is in the store, who needs help, what needs to be done, who needs help at the register)
- Be able to accurately and efficiently ring up customers (or take returns) at the register
- Quickly and correctly record customer special orders when necessary
- Quickly and correctly record inter-store transfer information on transfer sheet
- Be able to quickly and efficiently perform an inventory count or search for a manager or customer
- Be an ambassador to the sport of running and to Pacers Running.

Front of House

- Maintain a clean store on a daily basis (sweep, mop, dust, windows, trash, vacuum)
- Re-hang and organize apparel in size order
- Maintain a consistent level of inventory on the floor from day to day (re-stocking product)

Back of House Management

- Maintain an orderly and clean stock room
- Correctly put away shoes (insoles in place, correctly placed in box, matched pair, put away in stock correctly)
- Size order shoes from smallest to largest
- Organize backstock items like socks and extra apparel

Tactical

Compensation

The rates of pay for this non-exempt position is:

Benefits + Healthcare

35% Employee Discount (excluding Garmin and some other products)

Race Comps

Eligible for Healthcare if full-time (30+ hours a week) and working with the company for at least 90 days

Workplace + Schedule

Team Lead will assign primary work locations

A Fit Specialist is expected to work 20-35 hours a week. Actual hours may fluctuate. Working weekends, holidays, and evenings is expected including any blackout dates as detailed by senior management.

Mentor/Direct Supervisors

Assistant Managers

Team Lead