



# Personal Stylist

## Company Overview:

HARTTER | MANLY was founded on a simple premise – to provide a personalized luxury 'Made To Measure' shopping experience to gentlemen with discerning taste. With an emphasis on unique and sophisticated style, quality, and impeccable customer experience.

HARTTER | MANLY features a refined collection of luxury fit, fabrics, and accessories. Carrying ultra-fine Made to Measure suits, jackets, hand-sewn shirts, and ties. We believe that by enabling people to look their best, we're doing our part in empowering them to be the very best version of themselves. How you express yourself fashionably has a tremendous impact on your presence and social relationships.

We encourage you to live with your best foot forward as often as possible. It's a lifestyle. We are living through exciting times; unprecedented numbers of individuals are utilizing and leveraging contemporary social tools and platforms to build unique brands/businesses. The workforce is more diverse than ever with creativity being the driving force behind countless new careers. We love that goal-driven energy and embrace the accompanying lifestyle.

We're here to bridge the gap and fuel ambition.

## Job Requirement:

We are seeking talented individuals with a background in fashion that can bring exceptional personal shopping and sales skills to the HARTTER MANLY team. The Personal Stylist is sales focused, and will build a compelling value proposition to strengthen our relationships with customers and drive their loyalty and lifetime value. In this position, you will collaborate closely with the HARTTER MANLY's leadership team to develop and implement strategies, which exceeds our customer's expectations and provides the absolute best shopping experience while growing the future of the company.

The ideal candidate must have a flexible schedule that allows them to work evenings, Saturdays, and Sundays if need be during busy periods. Overall, the role is what the stylist makes of it. Essentially, you are becoming your own boss, setting your own goals, marketing your own skillset, and building your own personal brand within our collection.



## **Customer Relationship Management:**

- Profile customers individually based on their shopping patterns
- Drive and grow customer retention
- Maximize customer lifetime value
- Using the customer's profile, provide personal recommendations by applying your styling skills and knowledge of ongoing trends
- Ensure all customers receive the same level of attention
- Wherever possible, initiate face to face contact with your customers
- Ensure a prompt follow-up with purchasing and non-purchasing customers
- Develop a customer feedback program, track results, and provide insight to the leadership team

## **Sales:**

- To start, organize styling appointments with HARTTER MANLY's leadership team before going to an appointment
- Grow and expand your network of customers interested and able to buy our product
- Ensure that sales leads are identified and prioritized by creating and analyzing customer lists
- Achieve monthly and yearly sales targets

## **Essential Skills, Experience and Educational Requirements:**

- Previous experience in a fashion environment or sales
- Confident and proactive, with excellent verbal and written communication skills
- Customer centric: proven ability to build relationships with customers
- High attention to detail
- Results oriented and social media marketing savvy
- Highly motivated self-starter
- Some excel skills