Position Title: Sales and Management College Intern  
Reports to: Store Manager, Assistant Manager and Team Leaders

Primary Purpose of Position:

The Sales & Management Intern’s responsibility is to fulfill our mission statement, “to create the most enjoyable shopping experience possible for our guests.” The Sales & Management Intern perform a variety of operational tasks assigned by store management (e.g. cashing, merchandise display and pulls, register procedures, and routine cleaning of facilities) and work closely with the Store Manager to develop an understanding of how Buckle’s retail business works and what it takes to excel in management.

Essential Job Functions:

A. Sales Generation & Guest Service

- Greet guests with a friendly, engaging attitude, and ascertain what each guest wants or needs
- Answer questions regarding the store and its merchandise
- Recommend, select, and help locate or obtain merchandise based on guest needs and desires
- Help guests try on or fit merchandise
- Bag purchases, and wrap gifts
- Sell productively utilizing product knowledge and sales education
- Describe merchandise and explain use and care of merchandise to guests
- Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices
- Achieve individual sales-per-hour goals set by store management
- Provide courteous, helpful customer service throughout the store, including the sales floor, fitting rooms, and the register area
- Anticipate and fulfill guests needs by suggesting additional items
- Prepare merchandise for alterations
- Exchange merchandise for guests and accept returns
- Place special orders or call other stores to find desired merchandise
- Maintain and build good guest relationships to develop a client based business
- Develop and maintain knowledge of Buckle’s customer service expectations in order to meet the needs of every guest

B. Operations

- Ensure sales floor is consistently sized and new freight is appropriately displayed
- Open and close cash registers, use magnetic card readers, perform tasks such as counting money, separating charge slips, coupons, and vouchers, balancing cash drawers, and making deposits

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• Develop and maintain knowledge of Point of Sale (“POS”) software
• Compute sales prices, total purchases and receive and process cash or credit payment
• Arrange merchandising displays
• Assemble advertising displays
• Perform merchandising tasks, such as handling freight, re-merchandising, preparing displays, completing price markdowns, and transfers
• Watch for and recognize security risks and thefts, and know how to prevent or handle these situations
• Handle routine cleaning of store’s facilities
• Communicate any policy violations to Store Manager in a timely, confidential manner
• Uphold all Company policies as outlined in the Buckle Teammate Handbook

C. Internship Duties

• Complete Teammate Orientation, Beginning Leadership, and Recruiting, Interviewing and Hiring sections of the Buckle Management Manual
• Provide weekly reports and progress updates to the Area Manager and District Manager
• Develop an understanding of Buckle’s products, sales presentation and merchandising process
• Put knowledge into action by managing a product category – set sales goals, educate teammates and track your own results
• Develop recruiting, merchandising and leadership skills

General Qualification Standards:

The following describes the general qualifications and physical, sensory and mental abilities normally associated with performing the essential functions of this position. In compliance with federal, state or local law, Buckle will consider varying or modifying these standards to provide individuals with disabilities an equal employment opportunity.

A. Objective Qualifications

• Must be 17 years of age or older in the states of Arizona, Colorado, Idaho, Iowa, Kansas, Minnesota, Missouri, Montana, Nebraska, North Dakota, South Dakota and Wyoming.
• Must be 18 years of age or older in all other states
• College sophomores, juniors or seniors preferred
• Interested in long-term commitment
• Upon successful completion of the internship, students may apply for a full-time position as a Management Trainee
• No visa sponsorship is available
• Must be willing to work approximately 25 hours per week, with seasonal variable hours. (Please note that hours are issued based upon performance and our scheduling needs, so it is possible your hours may fluctuate.)
B. Performance Standards

- Service Orientation – *Actively looking for ways to help people*
- Sell or Influence Others – *Conveying merchandise quality and details to guests in an effort to influence guests to consider purchasing merchandise*
- Establish and Maintain Interpersonal Relationships – *Developing constructive and cooperative working relationships with others, and maintaining them over time*
- Judgment and Decision Making – *Considering relative costs and benefits of potential actions to choose the most appropriate one*
- Time Management – *Managing one’s own time and the time of others*
- Open availability and flexibility to work evenings, weekends, store openings and closings, and holidays to meet the needs of the business
- Ability to provide regular and predictable attendance considering any rights to leaves provided by law or Company policy
- Ability to comply with Company personnel policies
- Ability to perform all essential job functions without posing a direct threat of harm to self or others
- Importance of Being Exact and Accurate
- Coach and Develop Others – *Identifying the developmental needs of others and coaching, mentoring or otherwise helping others to improve their skills and knowledge*
- Coordinate the Work and Activities of Others – *Getting teammates together to accomplish tasks*
- Guide, Direct, and Motivate Teammates – *Providing guidance and direction to teammates*
- Develop Objectives and Strategies – *Establishing long-range objectives and actions to achieve them*

C. Communication Abilities

- Work Directly with the Public – *Dealing directly with the public*
- Active Listening – *Giving full attention to what other people are saying, taking time to understand the points being made, asking questions that are appropriate, and not interrupting at inappropriate times*
- Speak Effectively – *Talking to others to convey information effectively and professionally*
- Oral Expression – *The ability to communicate information and ideas verbally so others will understand*
- Written Expression – *The ability to communicate information and ideas accurately in writing so others will understand*
- Speech Clarity – *The ability to speak clearly so others can understand you*
- Speech Recognition – *The ability to identify and understand the speech of another person*
- Communicate with Store Manager, Assistant Manager, Team Leaders, Corporate Office – *Providing information to Store Manager, Assistant Manager, Team Leaders, Corporate Office by telephone, in written form, email or in person*

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• Establish and Maintain Interpersonal Relationships – Developing constructive and cooperative working relationships with others, and maintaining them over time
• Face-to-Face Discussions
• Instruct – Teaching others how to do something
• Monitor Performance – Monitoring/Assessing performance of yourself, other teammates to make improvements or take corrective action

D. Physical Qualifications

• Trunk Strength – The ability to use your abdominal and lower back muscles to support part of the body repeatedly or continuously over time without ‘giving out’ or fatiguing
• Handle and Move Objects – Using hands and arms in handling, installing, positioning, and moving merchandise
• Perform General Physical Activities – Performing physical activities that require considerable use of your arms and legs and moving your whole body, such as climbing a ladder, lifting, balancing, walking, stooping, and handling of merchandise
• Spend Time Standing – Standing for extended periods of time
• Face-to-Face Discussions

E. Mental or Sensory Abilities

• Able to perform basic math functions, including addition, subtraction, multiplication and division

Additional Description of Traditional Physical Requirements of Position:

While the following attempts to communicate the traditional physical demands associated with this position, Buckle will consider varying such requirements whenever necessary to provide individuals with disabilities an equal employment opportunity.

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Lifting Requirements
If the position requires that weight be lifted or force exerted, please indicate how much and how often.

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<table>
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**Vision Requirements**

If the position has any special vision requirements, please indicate which of the following apply.

- ☐ No special vision requirements
- ☑ Close vision (clear vision at 20 inches or less)
- ☑ Distance vision (clear vision at 20 feet or more)
- ☑ Color vision (ability to identify and distinguish colors)
- ☑ Peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)
- ☑ Depth perception (three-dimensional vision, ability to judge distances and spatial relationships)
- ☑ Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)

**Other Duties Assigned by Store Management:**

This description intends to describe the general nature and level of work performed by teammates assigned to this job. It is not intended to include all duties, responsibilities and qualifications.

**Equal Employment Opportunity:**

Buckle is committed to hiring and developing the most qualified Teammates from the available workforce in the communities we serve.

Equal employment opportunity has been, and will continue to be, a fundamental principle at Buckle, where employment is based upon personal capabilities and qualifications without discrimination because of race, color, creed, citizenship, national origin, ancestry, religion, sex, age, disability, genetic information, marital status, military status, veteran status, or any other protected characteristic as established by applicable local, state or federal law.