

Job Title:

Retail Store Manager

Salary:

R160 000

#### Job Description

##### Sales:

- Plan, Develop and implement Store sales and growth strategy.
- Monitor sales on a daily basis with a goal to maximize store profitability without sacrificing customer service.
- Regularly analyse performance against budget and suggest corrective action when necessary.
- Daily reconciling of cash with sales receipts, daily paperwork and accounting, and other store administration.
- Drive daily, weekly and monthly sales targets.
- Actively upsell products to increase customer transaction spend and ensure staff follow this example.
- Process sales or other transactions as required, performing the role of system expert for staff.
- Gather customer or product information to determine customer needs.
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##### Customer Services:

- Delight guests by providing exemplary customer service through modeling of behavior and establishing appropriate guidelines for staff.
- Ensure guests are aware of the product difference as experienced through our products as well as our studio classes.
- Personally welcome all customers to , the hosting and providing a memorable experience focusing on the product Difference.
- Stimulate Customer Product Curiosity: Educate and inform customers on the products, events and promotions.
- Act as a product expert, engaging with guests with passion and in depth knowledge.
- Actively sample products with guests, introducing products through discussion of taste profiles and ingredients.
- Provide customers with tailored assistance in the selection of quality products, encouraging interest in additional products.
- Efficiently and accurately process customer orders through the POS , cash handling and credit card transactions.
- Manage individual tills, including counting floats and end of shift till procedures - taking accountability for any problems.

##### Leadership:

- Inspire employees by providing clear, supportive guidance in achieving daily, weekly and monthly sales targets.
- Ensure employees are strong brand ambassadors with excellent product knowledge by providing continuous coaching, mentoring and on-counter training.
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##### Store Operations:

- Management of the daily operations of products retail Boutique Store, including: Visual Merchandising, Inventory Management, Health and Safety Compliance, Store Maintenance, banking, reporting and Staffing.
- Timely ordering of merchandise and supplies with focus on overall inventory management and loss prevention.
- Maintain high standards for cleanliness and food/product safety in line with OHSA.
- Ensure daily, weekly and monthly store reports are submitted accurately and on time.

- Ensure store is always adequately staffed by implementing well planned staffing schedules.

#### Marketing:

- Identify, plan and implement store-based marketing opportunities.
- Support corporate marketing initiatives.
- Ensure compliance with price changes and corporate merchandising initiatives.
- Maintain store merchandising presentation to company standards.

#### Skills:

- Active listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Coordination – adjusting actions in relation to others' actions.
- Critical Thinking – using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Monitoring – Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Service Orientation – actively looking for ways to help people.

#### Skills Required

- At least three years retail management experience.
- Tertiary education desirable.
- Strong verbal and written communication skills.
- Familiar with social media channels.
- Strong time management habits.
- A self-starter with an ability to work both independently and as a team member.
- Excellent attention to detail, organizational and excellent multi-tasking skills.
- Computer literacy in Microsoft, Excel and Outlook.
- Experience in merchandising and presentation of premium products along with highly developed customer service and selling skills.
- Sales oriented, able to develop and build business.