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.

•             Monitor sales on a daily basis with a goal to maximize store profitability without sacrificing customer service.

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.

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.