Manager

Job Description:

A Manager plans and directs the day-to-day operations of a store. They develop strategies to improve customer service, drive store sales, increase profitability, create store policies and marketing programs that will increase sales, and grow the existing customer base. They set the tone for the store standards and conditions. They act as the leader for the store employees and report to higher administration.

Job Responsibilities:

* Maintain inventory by implementing purchasing plans and staying in contact with vendors and shippers
* Develop a schedule of holiday activities and promotions throughout the year strategically designed to bring in more revenue
* Provide training to improve the knowledge base of the staff and utilize cross-training methods to maintain productivity when employees are absent
* Work with vendors and manufacturers to bring in effective marketing displays for the sales floor and store windows
* Manage all controllable costs to keep operations profitable
* Developing store strategies to raise customers’ pool, expand store traffic and optimize profitability
* Meeting sales goals by training, motivating, mentoring and providing feedback to store staff
* Ensuring high levels of customers satisfaction through excellent service
* Complete store administration and ensure compliance with policies and procedures
* Maintain outstanding store condition and visual merchandising standards
* Report on buying trends, customer needs, profits etc
* Propose innovative ideas to increase market share
* Conduct personnel performance appraisals to assess training needs and build career paths
* Deal with all issues that arise from staff or customers (complaints, grievances etc)
* Be an example of well behavior and high performance
* Deliver excellent service to ensure high levels of customer satisfaction.
* Motivate the sales team to meet sales objectives by training and mentoring staff.
* Create business strategies to attract new customers, expand store traffic, and enhance profitability.
* Hire, train, and oversee new staff.
* Reconcile sales after each shift.
* Prepare monthly, quarterly and annual sales reports
* Respond to customer complaints and concerns in a professional manner.
* Ensure store compliance with health and safety regulations.
* Develop and arrange promotional material and in-store displays.
* Prepare detailed reports on buying trends, customer requirements, and profits.
* Undertake store administration duties such as managing store budgets and updating financial records.
* Monitor inventory levels and order new items.
* Coordinate activities of store employees

Job Qualifications:

* Associates in business administration, management, or related field required
* Bachelors in business administration, management, or related field preferred
* Experience as a manager

Opportunities as a manager are available for applicants without experience in which more than one manager is needed in an area such that an experienced manager will be present to mentor.

Job Skills Required:

* Knowledge of modern management techniques and best practices
* Ability to meet sales targets and production goals
* Familiarity with industry’s rules and regulations
* Excellent organizational skills
* Excellent customer service skills
* Results driven and customer focused
* Leadership and human resources management skills
* Ability to resolve personnel issues
* Good communication skills
* Team Player
* Computer database and productivity software skills required
* Proven history of successfully training employees in a variety of departments
* Strong understanding of sales and customer service techniques
* Excellent customer service skills
* Calm demeanor and not easily irritated or angered
* Outstanding communication and interpersonal skills
* Ability to not take customer issues personally
* Basic understanding of human psychology
* Good listening skills
* Physical endurance to stand on feet for entire shift
* Cultural competence and ethnic sensitivity
* Demonstrated ability to maintain and work within a budget
* Exceptional leadership and time, task, and resource management skills.
* Strong problem solving, critical thinking, coaching, interpersonal, and verbal and written communication skills.
* Proficiency with computers, especially MS Office.
* Ability to plan for and keep track of multiple projects and deadlines.
* Familiarity with budget planning and enforcement, human resources, and customer service procedures.
* Willingness to continue building skills through education opportunities