Floor Manager

Job Description:

**Floor** **Managers** oversee the staff members for a particular work shift. They act as a pseudo manager when the manager is not on floor, or may take certain manager responsibilities when the manager is on floor. The main purpose is to directly supervise and address issues of staff and customers. Floor managers can work for any type of retail store, whether they sell clothing, home goods, cookware, electronics, tools, or another type of merchandise.

Job Responsibilities:

* Meeting sales goals by training, motivating, mentoring and providing feedback to store staff
* Ensuring high levels of customers satisfaction through excellent service
* Maintain outstanding store condition and visual merchandising standards
* 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
* Respond to customer complaints and concerns in a professional manner.
* Ensure store compliance with health and safety regulations.
* Prepare daily sales reports and reconcile sales drawers.
* Monitor inventory levels and order new items.
* Coordinate activities of store employees
* Address staff issues as appropriate
* Know when to escalate an issue to higher management

Job Qualifications:

* High school diploma or GED required
* Associates in business administration, management, or related field preferred
* Experience as a floor manager

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

Job Skills Required:

* Knowledge of modern management techniques and best practices
* 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
* Strong understanding of sales and customer service techniques