

Job Description

STORE MANAGER – Chestnut Hill

JOB OBJECTIVE

Manage all activities necessary to the efficient operation of this retail location and provide prompt and courteous service so as to further promote the company's image of high quality and professionalism. Ensure all team members are focused on being brand ambassadors as they engage in direct contact with our brand fans.

STATUS

The manager reports directly to the Senior Manager of Retail Operations and works in close collaboration with the Senior Director of Retail and all supporting departments. They will direct everyone on the team essential to the efficient and effective operation of the store.

SALARY - \$80K-\$90K/year + quarterly bonus

KEY JOB FUNCTIONS

- Recruit, hire, train and develop top talent who provide exceptional customer service, excellent visual presentation of our product and effectively manage inventory.
- Handle all administration/security compliance while controlling operation costs of the business according to predetermined budgets.
- Motivate and inspire all team members to achieve company goals and surpass their personal sales goals.
- Ensure that all team members clearly understand and comply with company policies, practices, and procedures.

JOB DUTIES

- Collaborate closely with human resources to ensure that qualified professional people are recruited and communicates all pertinent information to the payroll department before actually hiring.
- Ensure store operates within its predetermined budget (i.e. salary, inventory, expenses, etc.)
- Establishes that weekly sales for store and personnel and ensures objectives are met.
- Ensure that all personnel practices professional salesmanship according to company policies and procedures in order to achieve maximum sales and provide the highest level of customer satisfaction.
- Adheres to and enforces loss prevention and security policies, credit policies and procedures i.e. credit cards, employee purchases, deposit logs, return and exchange policies.
- Ensures that all merchandise is properly ticketed and attractively displayed within the predetermined color story.
- Ensures stockroom is neat and well organized. Ensure all merchandise is always up to date, transfers are properly executed and controls damages and mixes according to company policies.
- Communicates stock replenishment needs to retail operations team, planning and merchandising departments.
- Implement all company training programs effectively to train and develop personnel.
- Evaluates personnel formally once a year and conducts quarterly touch bases.
- Enforces and complies with all store/company policy and procedures.

QUALIFICATIONS (MINIMUM QUALIFICATIONS REQUIRED TO PERFORM TASKS)

- Related work experience: two years of store manager experience (retail or service industry)
- Physical requirements: able to bend, climb ladders, lift, and move boxes up to 35 lbs.
- Strong leadership and ability to motivate people in order to achieve sales objectives.
- Excellent verbal and written communication skills.

- Willing to work retail hours (i.e. nights, weekends and holidays)

If interested, please send a cover letter and resume to careers@birkenstockusa.com. Subject line should list "Store Manager Chestnut Hill"

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