

## Assistant Retail Store Manager

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Company: PDA Search & Selection

Location: Coventry

Category: other-general

Job Title: Assistant Retail Store Manager

Location: Coventry

Hours: 39 hours per week

Shift Patterns: 5 days out of 7 (Weekend work included)

Salary: Competitive

An excellent opportunity has presented itself to join our client, as their Assistant Retail Store Manager. An industry leader in the fashion sector, we are actively recruiting for an Assistant Retail Store Manager to join the management team, reporting to the Retail Store Manager.

As the Assistant Retail Store Manager, you will maximise business profitability of your store by optimising sales opportunities whilst working within planned costs. You will manage day to day operations of the store, deliver excellent customer service through staff training and leading by example, providing an excellent service to all customers.

Primary Responsibilities

## Increasing Store Profitability & Sales

- \* You will monitor store performance daily, weekly and monthly as well as year on year, providing reports and updates to assist the store manager to improve. Reviewing performance and making suggestions to increase sales.
- \* Utilising KPI's to enhance store performance and sales.
- \* Awareness of store performance, relating to; customer footfall, conversion and average spend.
- \* Ability to show initiative in product placement and prioritise concession.
- \* Ensure staff are consistently aware of sales targets and exceeding expectations.
- \* Ensure staff are trained with regards to visual merchandising.
- \* Ensure sales floor layout reflects company guidelines and appropriate adjacencies designed to encourage customer flow around the store and to create sales opportunities.

## Customer Service

- \* Demonstrate good customer awareness and interaction at all times, setting the standard for your store.
- \* Monitor and seek continuous improvement on the level of service given to customers.
- \* Constantly improve product knowledge of your staff and yourself.
- \* Line manage store assistants.

## Staff Management

- \* Assist the store manager in recruiting staff as authorised by Retail Store Manager, ensuring recruitment remains within budget and to meet the commercial requirements of the store.
- \* Assist with onboarding and inducting new staff in line with company expectations.
- \* Monitor, review and appraise individuals as company procedure, identifying those with potential for development and succession.
- \* Set and implement clear work objectives to effectively deploy the people within the team to the commercial benefit of the branch.
- \* Ability to maintain and enhance successful business relationships.

#### Experience & Requirements

- \* Previous experience as a retail supervisor/ manager, preferably within fashion but would also consider other disciplines such as: hospitality, business etc.
- \* Experience with supervising teams.
- \* Confident in supervising small teams and ensuring your team is performing to the best of their ability.
- \* Exceptional customer service skills.
- \* Flexible to work weekends and longer shifts when required.
- \* Happy to be contracted 39 hours per week, with shift flexibility.
- \* Proficient in administration, reporting and health & safety.
- \* Previous experience with recruiting, onboarding, training and developing staff.

If you feel these qualities describe you, then we would like to hear from you. Please only apply for the role if you are comfortable with the role outlined above.

Please submit your career details to Oliver Fox at PDA SEARCH & SELECTION LIMITED

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