

Department Manager [Fendi Sloane Street, Leather Goods & Accessories]

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Company: Fendi

Location: United Kingdom

Category: other-general

Position:

Mission Statement

The Department Manager works close to the Store Manager to support the Store' organization and contributes to run properly its own department activities, meeting KPIs and striving to achieve assigned goals. He/she is responsible for merchandising, stock availability, sales, profitability, customer journey, team, and general day-by-day management

Main Responsibilities

Category Sales Management and Business Development

Lead and develop the business of the Department, by cultivating a comprehensive and strategic understanding of it and relating to all relevant stakeholders

Monitor and achieve category department performance with relevant KPIs;

Analyze the category business, propose and implement action plans to improve results;

Set category performance target for the team and individual with the Store Manager;

Be sensitive to competitors' trading activities and give feedback to Store Manager.

Client Management

Leverage all clienteling tools to achieve Department and Store business goals;

Demonstrate as a sales leadership by delivering excellent customer service and implementing clienteling activities;

Manage customer service quality, to meet customer expectations by offering excellent customer service standards;

Improve Mystery Shopper Results with action plans;

Implement appropriate CRM tools and develop loyal customer of particular product category;

Act as brand category ambassador to educate VIP and new Clients;

Participate into ad-hoc Clientele projects.

Operations and Visual Merchandising

Ensure that merchandize is properly managed, displayed, stored and maintained by team;

Maintain inventory accuracy and shrink rates within company standards;

Report to Stock Planning and Merchandising team when there is out of stock on best sellers.

Maintain the Visual Merchandising consistent with Company standards;

Align periodically visual merchandising and sales performance;

Make the best out of the display and proximity storage

Team Management and Development

Discuss individual performance every month and coach team members

Motivate the team so that they perform at their highest level to meet their individual and store objectives

Organize the team in an efficient manner according to business needs and delegate responsibility

Translate strategic and business goals into concrete and individual actions and objectives

Conduct category training to the team

Execute the in-store training routine set by the Store Manager

You may also be required to carry out any other duties within your capacity, which the

Company may reasonably require.

Profile:

minimum 7 years' experience in Fashion/Luxury Sale with at least 2 years in a managerial role

Bachelor's Degree or equivalent is preferred

Manages his/ her image standards on a high level

Strong selling and communication skills are necessary

Excellent relationships skills

Organization, professionalism, self-confidence

Strong customer service skills

Computer skills and Retail management system knowledge

Goal oriented approach, multitasking

Strong knowledge and/or interest for Fashion/Luxury Industry

Fluent English

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