

Department Manager

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Company: Fendi

Location: United Kingdom

Category: other-general

Position

MISSION STATEMENT

The Department Manager works close to the Store Director in order 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;

- Analyse 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

- 5 years' experience in a Supervisor role in Fashion/Luxury Sales with exposure to relevant category
- Bachelor's Degree or equivalent is preferred
- English fluent another foreign language is an advantage
- Manages his/ her image standards on a high level
- Strong selling and communication skills are necessary
- Excellent relationships skills, self-reliant, approachable and patient
- Confidence, organizational skills, professionalism
- Client focus with great business acumen
- Administration and financial skills
- Computer skills and Retail management system knowledge
- Goal oriented approach, multitasking
- Strong knowledge and/or interest for fashion/luxury industry

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