

MISSONI

Purpose

Responsible for the overall store performance maximizing sales, profitability and operational standards through management of the staff, merchandise and customer service.

Acts as a Role Model to the store team and as a Brand Ambassador to the customers and marketplace.

Storemanager (w/m/d) - Missoni

Key Responsibilities

Brand Ambassador and Customer Service Management

- Demonstrate a strong understanding of the Brand Values and Company Culture in managing the store team and relations with customers and key stakeholders.
- Instill passion and pride for the brand and product.
- Manage in store events to grow customer base in the local market.
- Implement and enhance customer service standards.
- Ensure all associates provide the highest level of customer service.
- Ensure all associates keep constant and effective communication with customers.
- Solve all customers problems and complains quickly and effectively, in line with Company standards.
- Lead and manage team efforts in clienteling towards new client acquisition and retention.

Performance Management

- Set individual sales goals, in line with given monthly and annual targets.
- Monitor Sales performance by reviewing sales weekly. Provide accurate and punctual quantitative and qualitative feedbacks to HQ;
- Provide support and motivate the staff to achieve sales and productivity targets.
- Train sales associates on selling techniques and selling ceremony.
- Demonstrate an in-depth knowledge of the product and ensure that the staff has the highest level of product knowledge and ability to transfer to customers through a proper storytelling.
- Demonstrate sales leadership to staff by playing an active role in selling and being present on the floor.
- Demonstrate an in-depth knowledge of business metrics and key performance indicators.

Operations Management

- Program, manage and control payroll hours and floor coverage to meet business needs.

- Control expenses to respect given budget.
- Ensure respect and proper implementation in merchandising, visual presentations, housekeeping.
- Ensure cash control procedures are properly followed.
- Ensures deliveries are properly and timely processed.
- Monitor the movement of all inventories and ensure that staff respect all receiving/shipping procedures.
- Meet inventory accuracy and shrink requirements.
- Assume and promote responsibility for loss prevention in all areas of risk management, physical security, cash control and inventory management.
- Demonstrate proficiency in SW Programs/Apps, Company Information System and Reporting systems.

Merchandising & Visual Management

- Implement all merchandising guidelines.
- Communicate merchandise needs without delay.
- Ensure the floor is neat, clean and reflect the given visual image.
- Ensure all displays, fixtures and all visual areas reflect current visual guidelines.

People Management

- Support the recruitment processes and manage the onboarding of the newcomers.
- Develop, train, and motivate the team towards meeting store and individual goals while applying retail excellence standards.
- Continuously provide constructive performance feedback to store team and individuals.
- Manage all day- by- day people related issues partnering with HR and Corporate functions.
- Ensure image and grooming standards are professional and reflective of the brand image.

Attitudes, Abilities, Knowledge and Experience Profile

- Minimum 5+years selling and management experience in luxury/contemporary retail environment.
- Passionate and knowledgeable about Fashion, Luxury and Art.
- Open-minded, lively, enthusiastic, optimistic, energetic; emphatic.
- Problem solver.
- Good at planning, organizing, and controlling.
- Results oriented.
- Flexible and adaptable.
- Good at people management.
- Demonstrate knowledge in understanding, using and transferring key business metrics.
- Exceptional selling skills.
- Exceptional interpersonal skills.
- Fast and agile learner.
- Foreign languages and College Degree are preferred.
- Good at computer skills.

Missoni is an equal opportunity employer and we are proud to hire and develop talented people. All employment decisions (including recruitment, hiring, promotion, compensation, transfer, training, discipline and termination) are based on the applicant's or employee's qualifications as they in line with requirements of the role under consideration. These decisions are made without regard to age, sexual orientation, gender identity, race, color, creed, religion, ethnicity, nationality, citizenship, disability, marital status, military status, pregnancy, or any other legally-recognized protected basis prohibited by applicable law.

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