



**VICTORINOX**

## **JOB DESCRIPTION**

**POSITION:** Store Manager

### Position Objective

Responsible for achieving the store's sales and profit budgets within the following categories: Store profitability, Operating Cost Control, Sales, Inventory Control, and Visual Presentation. Manage staff performance to ensure above category goals are met and customer service excellence is achieved.

## **RESPONSIBILITIES**

### Sales/Financial:

- Achieve the store's sales and profit budgets through consistent sales motivation and expense control.
- Achieve the store's payroll budget goals through effective staffing and sales productivity.

### Personnel Development:

- Recruit, train, and supervise all store associates.
- Develop and train store management team.
- Ensure that associates are trained in all aspects of their job responsibilities including customer service, company history, product knowledge, and basic store operations.
- Ensure that all members of the store team are goal oriented, motivated, and productive.
- Identify and train employees for development and growth within the store team and within the retail organization.
- Organize regular store meetings to communicate store expectations and priorities to the entire store team.
- Handle all employee relations issues and or concerns

### Customer Service:

- Model exemplary selling techniques and customer service.
- Maintain adequate sales floor coverage while maintaining a strong self presence on the selling floor.
- Develop an action plan to correct negative trends and achieve store goals.
- Track and ensure that quantifiable goals (SPH, ADS,UPT) are met.

- Ensure that sales associates are developing and maintaining long-term clients through the effective use of customer service and clienteling.

**Merchandising:**

- Ensure that all product presentation is maintained to company standards.
- Ensure that all visual and merchandising directives are implemented according to company standards.
- Analyze product sales performance and inventory needs.

**Operations:**

- Manage payroll and other expenses.
- Maintain store safety.
- Supervise the enforcement of company cash handling, loss prevention, store funds, and deposit procedures.
- Ensure all administrative responsibilities are completed promptly and accurately.
- Identify and discuss operational issues/concerns with district manager.
- Maintain an efficient and organized office filing and in-store communication system.
- Perform other duties as directed by the retail office.

**Loss Prevention:**

- Achieve store inventory shrink budgets.
- Regularly utilize store inventory audits to ensure consistent inventory control.

**Store Maintenance:**

- Maintain a consistently clean and well-maintained sales floor and stock room.
- Utilize maintenance checklists regularly to ensure consistency of the store's cleanliness.

**JOB REQUIREMENTS:**

- Strong communication and leadership skills
- Ability to manage and achieve set sales goals and motivate staff at all times
- Strong analytical skills to report and discuss store numbers
- Ability to establish and maintain positive working relationships with Corporate Headquarters, Upper Management, and all direct reports.
- Proficient in the use of retail software support packages and ability to analyze the data in support of operating decisions; retail pro preferred.
- Knowledge of retail buying strategy and practices.
- 1-3 years minimum experience within an Assistant or Store management role
- 3-6 years experience in retail sales.
- Preferred: luxury sales experience dealing with timepieces, luggage, cutlery/knives, and or apparel.
- Flexibility in schedule. Must be able to change schedules due to needs of the business when needed

**Victorinox is an Equal Opportunity Employer.**