

EXPERIENCE IS EVERYTHING



Store Manager

As the Store Manager you will be based in our store, reporting directly to the Sales and Operations Manager. You will work with our passionate store customer service and retail support teams.

Duties and Responsibilities:

- Inspire superior level of customer service from the store's customer service team with the full support of your Assistant Manager.
- Improve the customer's service experience utilising Point of Sale reports, and you and your team's intuition and learned experience.
- Recruit, coach and roster the store team with the support of your Assistant Manager.
- Strive to grow the store's profits for the continual longevity of the Paddy Pallin group.
- Manage stock inventory and store security with the support of your Assistant Manager.
- Manage merchandising and visual merchandising for best ease of navigation for customers, sell through of product and visually appealing presentation.
- Handling cash, banking and End of Day procedure.
- Collaborate with the internal and external people and organisations to ensure the best productivity, and creation and maintenance of new and established business opportunities.
- Set and manage KPI's for you, your Assistant Manager and your customer service team.
- Must be able to work a variable schedule to meet the needs of the business, including weekends, evenings and holidays.

Skills/Experience:

- Retail management experience with longevity and structure.
- Proven sales and service experience in a similar retail business.
- Team management and rostering.
- Demonstrated skills in performance management, appraisals and conflict management.
- Experience and demonstrated skills in merchandising and visual merchandising to company guidelines.
- Excellent verbal and written communication skills.
- High attention to detail and the ability to manage multiple tasks and people simultaneously.
- A proactive and collaborative attitude.
- A love of and experience in travelling and the outdoors.