

Daisy & Mac

Retail Manager

As retail manager you will be responsible for the day-to-day management and running of the store(s) in accordance with overall company policy.

The main focus the retail manager's job is to improve the commercial performance of the store by increasing its turnover and maximising profitability. Achieving performance objectives will require action in the main areas of retail activity: store operations; human resources; cash and stock security; finance; customer care; marketing; logistics; information technology; and administration. This person will report to the Operations Manager.

Daily responsibilities will include and are not limited to:

- Managing and motivating a team to increase sales and ensure efficiency
- Managing stock levels and making key decisions about stock control
- Assisting with the opening of and day-to-day running of store locations
- Analysing sales figures and forecasting future sales volumes to maximise profits
- Analysing and interpreting trends to facilitate planning
- Using information technology to record sales figures and for data analysis and forward planning
- Dealing with staffing issues: interviewing potential staff; conducting appraisals and performance reviews; and providing or organising training and development; setting sales targets
- Ensuring standards for health and safety, legal and security issues are met
- Establish and implement security procedures that ensure the store operates effectively and efficiently in accordance with a high level of security measures
- To be aware of the issues surrounding stock loss and shrinkage and to put systems in place to combat this
- Preventing and responding to customer complaints and comments
- Promoting the organisation locally by liaising with local schools, newspapers and the community in general
- Organising special promotions, displays and events
- Attending and chairing meetings
- Updating colleagues on business performance, new initiatives and other pertinent issues
- Maintaining awareness of market trends in the retail industry, understanding forthcoming customer initiatives, and monitoring what local competitors are doing
- Initiating changes to improve the business, e.g. revising opening hours to ensure the store can compete effectively in the local market
- Ensuring & maintaining a good understanding of and the execution of company's operational standards and compliance
- Liaise with Owners and / or Directors to identify and resolve problem areas

Requirements:

- A minimum of 5 years experience in a management role for a major department store
- Proven success supervising Retail Sales Associates
- Excellent customer services skills
- The ability to work independently
- The ability to work overtime including evenings and weekends
- A University Degree or equivalent work experience is required

Interested applicants please submit a detailed resume along with two employment references to:

Tracy Shott at tshott@bes.bm or in writing to:

Tracy Shott, BES Ltd.,

77 Front Street, Hamilton HM 12.

Closing date for applications: November 25, 2011