



## DEPARTMENT MANAGER – THE ANNEX TOYS

Reporting into the Phoenix Store General Manager, the Department Manager of the Annex Toy Store will manage all operational and personnel aspects of the Department and work with Purchasing and Marketing personnel in order to meet and/or exceed Budgets for Sales, Direct Expenses, and Profitability.

### **The successful applicant will be responsible for:**

- Providing 'exceptional' customer service at all times, whilst participating in, implementing and managing all aspects of day-to-day Retail Operations
- Achieving store sales, margin and inventory, wage costs and profitability targets
- Providing staff training and leadership, completing employee evaluations, managing employee relation activity and working with Human Resources on staffing initiatives
- Keeping abreast of industry trends in order to understand product offerings and offer sound advice
- Receiving and consistently monitoring inventory levels whilst keeping the Stockroom organized to ensure timely merchandising to the sales floor
- Coordinating and managing in-store vendor and promotional activities
- Implementing department displays and floor layouts as directed by General Manager and/or Operations Manager
- Attending and participating in overseas Trade Shows as deemed necessary

### **The skills required to be successful in this position include:**

- Extensive customer service experience with a proven track record in both service and selling, and a solid understanding of toy store trends
- Minimum of five (5) years experience in Retail with a minimum of 3 of those years in a supervisory/management role
- Conversant with modern marketing and sales techniques, combined with a clear understanding of merchandising strategies
- Solid understanding of profit & loss statements with an ability of collecting and interpreting data for sales, margin and inventory
- Must be fully computer literate in a Microsoft Office based environment and have working knowledge of a computerized point of sale system
- Applicant must have flexibility and be able to work varied/extra hours including weekends/ public holidays, as well as the ability to complete some physically demanding tasks

Qualified applicants can apply online at [www.phoenixstores.bm](http://www.phoenixstores.bm) or by submitting a detailed cover letter and resume to: Human Resource Manager – The Phoenix Stores Limited, PO Box HM 826, Hamilton HM CX Bermuda / (441) 295-8794.  
All inquiries will be kept in strict confidence. We thank all applicants for their interest, but only those being considered for an interview will be contacted.

**Closing Date: July 13, 2018**