

# RETAIL STORE MANAGER

Burrows Lightbourn Ltd. is seeking a well presented, ambitious individual who is self-motivated to fill the position of Retail Store Manager. Reporting directly to the Chief Operating Officer the successful candidate will be responsible for the day to day operations of the store. This position has excellent long term growth potential to an individual who can demonstrate and produce a high level of retail skills.

Primary responsibilities include:

- Managing and motivating a team to increase sales & ensure efficiency
- Managing stock levels and making key decisions about stock control & ensures accurate product pricing & cost
- Markets merchandise by studying advertising, sales promotion, and display plans, analyze operating results
- Knowledge of information technology to record sales figures, for data analysis and forward planning
- Dealing with staffing issues such as performance reviews, as well as providing or organizing training and development
- Ensuring standards for quality, customer service and health & safety are met
- Resolving health & safety, legal and security issues and securing property & company assets
- Responding to customer complaints and comments
- Attending meetings
- Monitoring sales floor regularly, talking to colleagues and customers, and identifying or resolving urgent issues
- Maintaining awareness of market trends in the industry, understanding forthcoming customer initiatives and monitoring competitors activity
- Maintaining professional and technical knowledge by attending educational workshops reviewing professional publications; establishing personal networks within the community and participating in professional organizations beneficial to our clients and customers
- Initiates changes to improve the business
- Ensure accuracy of daily sales proceeds and payments on accounts, process end of day for sales and credit cards, ensure accurate preparation and submission of daily/weekly store banking reports and prepare daily deposit for banking
- Maintain office and cleaning supply levels necessary to ensure that the store manager and sales staff have the store operating and clean for the start of each business day

The successful applicant must have:

- General High School Diploma or Certificate WSET Level 2 (An asset)
- 5 years management experience in the retail industry
- Knowledge of point of sales systems (RMS) Retail Management Systems
- Extensive knowledge of the wines & spirits industry
- Demonstrable skills in sales management
- A keen attention to detail with a focus on customer service
- Experience in building & maintaining customer relationships
- Excellent communication & written skills

As part of the Gibbons Group of Companies the position offers major medical insurance, a contributory pension plan, company discounts, and an employee assistance program.

Applicants interested in this career opportunity, with the dedication and drive to join a strong team should send a resume and covering letter, along with (2) written employment references to:



Chief Operating Officer  
 Burrows Lightbourn Ltd.  
 P.O. Box HM29  
 Hamilton HMCX

Or e-mail:  
[humanresources@bll.bm](mailto:humanresources@bll.bm)

Closing date: May 31st, 2019