

## DEPARTMENT MANAGER

Brown & Co. is hiring a Department Manager, reporting directly to the Operations Manager, the successful candidate will be responsible for managing all financial, operational and personnel aspects of assigned departments.

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

- Managing all aspects of the assigned departments day-to-day Retail Operations including customer service, selling, training and scheduling, receiving, merchandising, housekeeping, and data entry;
- Achieving store sales, margin and inventory, wage costs and profitability targets;
- Developing and effectively executing business plans and fostering an environment of providing exceptional customer service at all times;
- Soliciting and managing day-to-day special-order business to develop on-line and in-store sales;
- Keeping abreast of industry and market trends in order to develop new product offerings, replenishment, pricing and merchandising strategies;
- Developing and maintaining vendor relations on a local and international level;
- Monitoring receiving and inventory levels to ensure timely merchandising to the sales floor and organization of stockroom areas at all times;
- Coordinating and managing in-store vendor, promotional activities, department displays and floor layouts as directed by General Manager or Operations Manager;
- Maintaining a professional and supportive image among customers, subordinates, peers, managers, resource associates, vendors/suppliers and the public at all times;
- Working extended hours including regular work-days, weekends and public holidays as required to achieve necessary performance outcomes;
- Any other duties appropriate to this role as directed by the General Manager and Operations Manager.

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

- Minimum of seven (7) years experience in a multifaceted retail environment accompanied by a minimum of five (5) years in a retail management role;
- Extensive customer service experience with a proven track record in both service and selling;
- Conversant with modern marketing and sales techniques, combined with a clear understanding of merchandising strategies;
- In-depth knowledge and application of trends in the relative departmental industry; such as jewelry and fragrance
- Demonstrable ability in collecting data as well as interpreting data for sales, margin and inventory;
- Superior knowledge of computerized point of sales system, and literacy in a Microsoft Office based environment;
- Solid understanding of profit & loss statements;
- Excellent verbal and written communication skills;
- Sound and reliable work ethic, with the flexibility to recognize the need for and work additional hours as required.

Qualified applicants should 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 – Brown & Co., PO Box HM 826, Hamilton HM CX

**Closing Date: December 20, 2019**