



## STORE MANAGER

Sears is a leading home appliance retailer as well as a leader in tools, lawn and garden, consumer electronics and automotive products. We are seeking a highly motivated person to lead our Sears Hometown Store. The successful applicant must be able to assume complete responsibility for the operation of the store.

### Key duties and responsibilities:

1. Responsible for the opening and closing of the store when scheduled.
2. Ensure each customer experiences outstanding service from friendly, efficient associates.
3. Establish a positive work environment that promotes an exceptionally high level of associate morale.
4. Ensure proper receiving policies are being executed and followed daily.
5. Responsible for getting stores ready for quarterly inventories.
6. Protect and control company assets, including personnel, capital, inventory, equipment and property.
7. Order product from overseas suppliers to maximize sales while controlling inventory. Maximize profitability and sales through creative merchandising, careful control of inventory, and effective scheduling.
8. Ensure products are always accurately labeled.
9. Ensure product is properly handled, prepared, priced, and displayed in accordance with company policies and procedures.
10. Must be able to understand, define and explained appliance and tool warranties.
11. Keep current with new trends in the industry and respond competitively to changes.
12. Effectively recruit, hire, and train associates and build a strong retail culture in the store.
13. Foster a beneficial relationship with vendors. Ensure interactions with vendors are professional and courteous.
14. Ensure deliveries are received promptly, efficiently, and cordially.
15. Execute and oversee professional and courteous home and business deliveries and services.
16. Make certain point of sale operations run smoothly and efficiently. Establish and maintain system to prevent problems at the front-end and to promptly and sensibly handle issues as they occur.
17. Must be knowledgeable of store reports with regard to Profit margin, payroll %, shrink and shrink controls, costing, movement reports, and ratios.
18. Make effective decisions regarding operational choices in work procedures, inventory allocations, new product purchases, scheduling, and other situations where multiple factors must be considered to maximize operating results.
19. Minimize payroll expenses while maximizing company profitability. Ensure all departments are adequately staffed and able to meet company standards for customer service, product quality, safety, and cleanliness.
20. Ensure the building and all equipment are maintained in good working order and kept up to date with industry standards. Establish and maintain system for reporting and responding to problems.

### Requirements:

1. Have a minimum of five (5) years proven experience in retail or equivalent industry management.
2. Be a role model, mentor, and leader.
3. Be willing to constantly and consistently provide excellent customer service.
4. Must possess the accounting and math skills necessary to supervise and handle sales transactions, verify invoices, calculate gross margins, percentages, create operating budgets, and make financial projections.
5. Have strong computer skills and develop proficiency with computer software used in the industry.
6. Demonstrate proficiency with Windows based computers and Microsoft programs including Excel, Word and Outlook Email applications, including import and export functions.
7. Competently operate handheld devices, retail registers, printers, modems, and other equipment used in point of sale and accounting systems.
8. Have expertise in retail point of sale pricing systems and register systems.
9. Have effective English language communication skills, be able to hear, speak, and understand verbal requests, and be able to read, write, and understand written communications.
10. Be able to establish rapport with each department and work with associates to maintain high morale.
11. Be able and willing to participate in all aspects of store operations including customer service, front-end duties, product receiving, display building, stocking, and deliveries.
12. Be able to bend and stoop to move objects and climb ladders. Be able to lift moderate to heavy loads and to push and pull fully loaded hand trucks.
13. Must be able to operate job related equipment such as fork lift, pallet jacks, hand trucks, drive the Sears trucks and operate the truck tail gate lifts.
14. Manual dexterity and good hand-eye coordination are necessary.
15. Have an eye for detail, be able to prioritize multiple tasks, and have excellent organizational skills.
16. Bend and lift heavy loads
17. Frequent repetitive motion with hands, wrists, arms, shoulders, frequent twisting at waist.

This position is full time salaried with benefits. Interested persons can forward their resume in person or via email to:

Contact: The Human Resources Department  
The Shopping Centre, 2<sup>nd</sup> Floor, 35 Victoria Street, Hamilton, HM 12

Email: [hr@marketplace.bm](mailto:hr@marketplace.bm)

Closing date: March 18, 2020