



Are you a creative, engaging, innovative, team player who is open to new ways of doing things and wants to make a difference?

Do you enjoy leading a team to assist customers to achieve their creative goals?

Are you a self-motivating person who enjoys a challenge?

The Stationery Store requires a **Customer Experience Manager**. This position will report to the Chief Financial Officer.

Key responsibilities include:

- Managing creative solutions for customers through print production and the retail environment
- Analyze sales, industry and environmental trends and data to assess product variety, placement and floor design

- Lead sales efforts in new store projects and initiatives
- Working with customers' needs and visual assets to tailor creative products
- Involved in the sourcing of new retail products
- Review and implement new processes and systems to get product from supplier to self in the most efficient manner
- Oversee the merchandising of product: including store layout, product positioning, store displays, product buying, involved in store branding and marketing initiatives
- Responsible for the inventory levels of the retail store and warehouse
- Manage the day to day operation of the retail/service location
- Opening and closing the store location
- Ensuring product is properly received, handled, priced and labeled
- Lead the inventory count for the store location
- Oversee the retail store team, print production and retail warehouse
- Effectively recruit and train team members who support the desired customer-centric culture
- Responsible for product from ordering stage to retail floor
- Manage the e-commerce fulfillment operations

Strengths and expectations include:

- An engaged member of the team who is willing to step out of their comfort zone to improve the company's performance.
- Highly motivated individual who wants to lead the growth of the business.
- Effectively communicates with the team to ensure there are no surprises.
- Strong attention to detail and analytical thinker who looks to provide more value than simply getting it done.
- Understands how their work influences others, keeping others informed and making decisions with the interest of all stakeholders in mind.
- Takes responsibility and is accountable for both successes and failures.
- Meets and strives to exceed customer expectations.
- Is always on time for work, meetings, and events and is committed to doing what needs to be done to ensure we are successful and our priorities are achieved.
- Willing to work evenings and weekends as needed.

Minimum qualifications include:

- University degree
- 5 years' experience in a retail environment in a management capacity
- Project Management Experience
- Experience with an e-commerce retail environment
- Experience in a computerized environment
- Experience with graphic design software or the print industry would be an asset
- Excellent communication and organizational skills
- Ability to prioritize work and multi-task effectively

Please submit your resume to: hr@royalgazette.com or to:

The Royal Gazette
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STORE**
ART, SCHOOL AND OFFICE SUPPLIES