



PHOENIX DRUGSTORE MANAGER

Reporting into The Phoenix Stores Operational Manager, the Manager of the Phoenix Drug Store will manage all operational and personnel aspects of the Store. They will be responsible for maximizing sales and net profits through effective operational, financial, and staff management.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Manage all aspects of the assigned departments day-to-day retail operations including customer service, purchasing, selling, training, scheduling, receiving, merchandising, housekeeping, and data entry
- Achieve store sales, margin and inventory, wage costs and profitability targets
- Oversee general inventory management including the security of property and stock, monitoring the receiving, and inventory levels and ensuring shelves are properly and neatly stocked and merchandised
- Analyze all available management reports and take appropriate action based on the reports to maximize sales and net profits
- Identify new opportunities for the development of new products and formulate and document marketing plans in conjunction with senior management
- Maintain a professional and supportive image among subordinates, supervisors, and management
- Develop positive and professional relationships with all local and foreign store suppliers and promote and ensure we portray a positive public image within the community
- Resolve customer complaints in a timely and professional manner and delegate tasks to Associates to achieve overall customer satisfaction
- Execute the scheduling of employees, recording employee attendance and submission of time sheets, and work with the HR Manager to recruit, hire and train positive, enthusiastic employees
- Ensure stock and general access areas are clean and satisfactory general housekeeping standards are met
- Any other duties appropriate to the responsibilities of this role, as directed by the Operations Manager and the Chief Operating Officer

THE SKILLS REQUIRED TO BE SUCCESSFUL IN THIS POSITION INCLUDE:

- Bachelor's Degree in Business Management or related field is preferred
- A minimum of seven (7) years' experience in the Supermarket or Drugstore industry
- A minimum of five (5) years of recent senior management experience in a similar sized retail environment is required, paired with modern marketing and sales techniques along with a strong merchandising background, and strong understanding of trends and products in today's drugstore industry
- Solid understanding of profit & loss statements with versed working knowledge of a computerized point of sales system
- Strong leadership, coaching and delegation experience with the ability to run a team successfully
- Must be fully computer literate in Microsoft Office, with demonstrated fluency in Excel
- 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 task

Qualified applicants can apply online at www.phoenixstores.bm, under the Careers tab, 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.

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: March 7, 2022