

# Store Manager

**Position:** Store Manager  
**Direct Report:** District Manager

A Store Manager's position is to improve the commercial performance of the store by increasing its turnover and maximizing profitability. Achieving performance objectives will require action in one of the main areas of retail activity: store operations; human resources; finance; buying; customer care; marketing; logistics and administration.

## Tasks and Responsibilities:

- 1 managing and motivating a team to increase sales and ensure efficiency;
- 1 managing stock levels and making key decisions about stock control;
- 1 analyzing sales figures and forecasting future sales volumes to maximize profits;
- 1 analyzing and interpreting trends to facilitate planning;
- 1 dealing with staffing issues: interviewing potential staff; conducting appraisals and performance reviews; and providing or organizing training and development;
- 1 ensuring standards for quality, customer service and health and safety are met;
- 1 resolving health and safety, legal and security issues;
- 1 responding to customer complaints and comments;
- 1 promoting the organization by communicating Company initiatives, goals and activities

## Key Competencies

- ∞ Store supervision ( min 3 years)
- ∞ Retail background (sales ability)
- ∞ Proven track record (growth/profitability)
- ∞ Communication skills ( verbal & written)
- ∞ Self motivated
- ∞ Planning & organizing
- ∞ Initiative
- ∞ Decisive
- ∞ Extrovert/confident/outgoing
- ∞ Motivational/inspirational
- ∞ Team player/supportive
- ∞ Corporate fit
- ∞ Fashionable

