

# Store Manager

## Company

Since 1993, our company client has been creating her high-end women's ready-to-wear collections by offering a real lifestyle thanks to a complete wardrobe around the shirt, accompanied by a line of accessories. The brand defines its client as a woman who assumes, dares and expresses the different facets of her personality with elegance and a pronounced taste for the style and quality of the materials worn.

Today, the company has 350 employees worldwide and offers its products in 60 stores spread over three zones: United States, Europe and Asia where we have 6 stores and expanding.

The teams pay constant attention to the quality and details found in their products, the differentiating experience offered to shoppers and the selection and support of employees. The company is nowadays wishing to develop the notoriety and the visibility of its brand while preserving its artisanal know-how around the embroidery and the lace which are made on the site in France where the workshops are located.

Employees are encouraged to be proactive and to develop in their position in a climate of trust that encourages responsibility, autonomy and versatility.

The familial corporate culture of the brand is also based on strong values: simplicity, proximity and demand at all levels of the company. Values that allow today's employees to flourish in their work, to promote mutual help and benevolence and to be engaged daily.

Location based in Shanghai

Reporting line to District Manager

## Responsibility

### Customer Service

- Upholds company's customer service standards
- Trains all sales associates, Key Holder and Assistant Manager on customer service standards
- Develops staff to ensure the client is the top priority
- Resolves all customer service issues to ensure client satisfaction
- Reviews client books on a weekly basis to ensure consistency

### K.P.I (Key Performance Indicators)

- Achieves monthly and seasonal store goals
- Achieves low shrinkage percentage
- Achieve goals in relation to company ratios
- Achieves high customer capture with qualitative rate and consistently increases client base
- Completes all productivity charts with goals and review results
- Completes monthly recaps to communicate business trends and needs
- Contributes to the overall sales results of the store Human Resources

- Actively recruits for all positions on a consistent basis, with the approval of the District Manager
- Responsible for overall training and development of staff
- Ensures store is staffed to payroll budget and business needs
- Sets goals for all sales associates
- Performs reviews for all sales associates, Key Holder and Assistant Manager (probationary, annual and as needed)
- Ensures all employee files and records are maintained and current and that relevant data is sent to the Company's Head Office in accordance with Company policies in force from time to time
- Motivates staff on a daily basis to achieve goals
- Creates a positive and productive work environment
- Submits store schedules monthly as required by District Manager
- Holds meetings to ensure consistent communication
- Documents unsatisfactory performance and creates P.O.A to rectify
- Submits new hire, termination, status changes and payroll as directed
- Manages time off requests based on business needs and company directives with the approval of the District Manager

#### **Marketing/Brand Development**

- Ensures full familiarity of the "Brand" and communicates this to clients
- Ensures all sales associates, Key Holder and Assistant Manager are familiar with and communicate the "Brand" to clients
- Upholds Anne Fontaine image personally and throughout the team
- Ensures all dress codes and uniform policies are adhered to
- Coordinates local events to ensure maximum exposure
- Suggests and participates in company events
- Recommends advertising venues to District Manager
- Submits Events/Advertising file to District Manager

#### **Merchandising/Presentation**

- Maintains store in accordance with presentation standards
- Ensures all visual directives are respected and executed in a timely manner
- Utilizes company tools to train staff on product knowledge
- Ensures selling floor is always completely stocked
- Reviews stock levels and assortments to maximize presentation and sales
- Communicates product needs to inventory manager
- Ensures fashion awareness through competitive shopping and magazines
- Ensures staff are knowledgeable of the fit and care of all styles
- Ensures all product are handled with respect and care

#### **Operations**

- Ensures staff understanding and adherence to company policies and procedures
- Maintains a clean and organized store
- Oversees all incoming and outgoing shipments as well as seasonal returns
- Suggests and organizes repairs and/or renovations
- Manages cash flow and deposits as noted in “specific” manual or as directed by District Manager
- Oversees all supply orders
- Oversees all weekly and monthly paperwork
- Maintains any and all controllable factors to ensure profitability
- Audits and monitors receipt cancellations, returns and discounts
- Responsible for all physical inventories and participates in reconciliation
- Responsible for sporadic stock counts to maintain inventory integrity
- Communicates inventory discrepancies regularly to Supply Chain department (headquarters)
- Reviews operational calendar for additional responsibilities
- Ensures all sales associates respect company confidentiality
- Protects all company assets

#### **General**

- Such other duties as may be required by the Company from time to time

#### **Requirement**

- Minimum 4 years of retail sales experience with 2 years of management
- Excellent communication, customer service and interpersonal skill
- Self-motivated, mature and good team-player
- Fluent in Mandarin and in English.

***Please send your resume to: [sh-recruitment@ccifc.org](mailto:sh-recruitment@ccifc.org)***