



JOB DESCRIPTION

Title of Position:	Retail Store Manager
Location:	Auckland, Hamilton, Napier, Mount Maunganui, Papamoa, New Plymouth, Palmerston North, Wellington, Nelson, Christchurch, Queenstown, Invercargill, Dunedin, Whangarei
Reporting to:	Regional Manager
Functional Relationships:	National Retail Manager, Regional Manager, Store team, Max Head Office, Human Resources
Date:	March 2013

Position Overview

This position's primary responsibility is the management of the Retail Store through effective leadership and management of the day to day operations, role modelling and ensuring the provision of the highest level of service to customers at all times.

Main Objectives of Position

The Retail Store Manager will be responsible:

- To ensure all Retail team members provide an exceptional level of service to customers at all times.
- To support the implementation of the operational plans and the achievement of sales, customer acquisition and profitability targets for this function.
- To manage the day to day operational requirements and be responsible for the efficiency and effectiveness of this function.
- To manage the operating cost within the budgeted allocations including wages to sales and all controllable expenses associated with the store.
- To lead, coach and develop Retail team members to obtain the skills to perform their roles effectively.

- To ensure all team members have a high level of personal presentation at all times and team members are proactively advocating Max fashion trends through wearing product from current season.
- To actively manage staff charge accounts.
- To ensure the store is presented to a high standard at all times.
- To maintain and implement retail systems to support the quality service standards across all stores.
- Ensure personal development by attending all training workshops or courses as requested by the Regional Manager.
- To ensure Max Fashions Limited policies and best practices are adhered to.

General

- The responsibilities do not describe in detail the activities of the role. This is to encourage flexible work practices and to accommodate changes in responsibility in line with the needs of the business.

Health and Safety

- Ensure company health and safety policies and procedures are adhered to.

PERSONAL ATTRIBUTES AND MOTIVATION

- Passionate, positive, enthusiastic
- Determined to achieve
- Open, friendly and honest
- Team player
- Prepared to go the extra mile
- Quality and customer focused
- Community conscious
- Open minded and flexible to change

SPECIALIST SKILLS, EXPERIENCE AND QUALIFICATIONS

- Min 4 years retail management experience
- Strong retail leadership, management and development
- Proven experience in setting and managing budgets and achieving targets
- Ability and successful results in driving sales to achieve results
- Proven customer service expertise
- Proven merchandising ability
- Excellent communication skills – written and verbal
- Computer literacy