

# STORE MANAGER

## Job Description

### POSITION DESCRIPTION:

Deliver positive sales performance and ensure the needs of the customer are fulfilled. Successfully implement all of the Company's objectives and plans through supervision and management of store associates and daily operational activities.

### ORGANIZATIONAL STRUCTURE:

- Reports to the District Sales Manager
- Provides direct management and oversight of the store staff

### RESPONSIBILITIES:

#### *Drive Sales and Superior Customer Experience*

- Achieve performance targets (e.g. ADS, UPTs, SPLH) through promotion of sales and customer service programs
- Demonstrate product knowledge and fashion awareness in day to day interactions with customers and store associates
- Implement In Store Presentation directives per Company policy and timelines, incorporating appropriate product flows and adjacencies based on individual store layout
- Perform ear piercing procedures that are in compliance with Company and legal guidelines. Enforce proper ear piercing procedures among store associates.

#### *Demonstrate Leadership*

- Communicate Company directives to store associates
- Represent the Claire's/Icing brand through professional behavior, fashion awareness and positive customer relations
- Create a positive store environment by serving as a role model, fostering teamwork, recognition and effective communication
- Effectively handle critical situations that occur within the store

#### *Develop People*

- Recruit and hire qualified store associates
- Train and coach store associates to meet performance targets and comply with Company policies and procedures
- Provide performance management to store associates (e.g. timely feedback, corrective action, performance appraisals)

#### *Manage the Business*

- Direct the operational activities of the store to ensure compliance with Company policies and procedures
- Manage controllable expenses (e.g. payroll, supplies, utilities)
- Complete all required paperwork and banking procedures accurately
- Implement all loss prevention practices to safeguard store and Company investments
- Manage store inventory (e.g. process shipment, markdowns, store recovery, stock replenishment, back room organization) to ensure store is always in business ready condition
- Create store schedules based on mall/Company requirements

- Manage the day to day operations of the store (e.g. opening/closing procedures, housekeeping) while at times being the only associate in the store
- Maintain a safe store environment
- Other duties as assigned

**QUALIFICATIONS:**

- High school diploma or equivalent required, Bachelors degree preferred
- 1 – 2 years retail management experience
- Excellent verbal/written communication and organizational skills
- Sound understanding of mathematics and strong reading comprehension skills
- Ability to analyze sales reports and strategically problem solve
- Ability to stand during scheduled shifts
- Ability to maneuver up to 25 lbs regularly and up to 75 lbs occasionally
- Bending, stooping, extended reaching, climbing ladders and step stools while placing merchandise throughout the store and assisting customers
- Ability to operate POS system

Note: Regular attendance is a necessary function of this position.