

Customer Service Manager

Benefits: Candidates on temporary assignment may qualify for our competitive benefits package which includes group health, life and disability insurance and voluntary benefits such as retirement savings and holiday pay.

Salary range: \$28.00 to \$28.00 hourly
Employment status: Contract / Temporary

Description

The Store Manager will be responsible for creating a positive work environment that ensures customer satisfaction, maximized productivity, and sales. From managing store associates to operations, inventory management, merchandising and customer engagement, the Store Manager will help oversee the daily operations of our Retail Store. We are especially excited about candidates who have previous retail management experience and a proven track record of retail success and creating customer centric shopping experiences!

What you'll do:

- ? Manage daily store operations and profitability by achieving sales and operating targets.
- ? Develop and inspire a top-performing store team who drive the business and exceed customer expectations.
- ? Hold team accountable for upholding brand values, standards, and policies
- ? Develop and execute strategy to drive sales and build customer loyalty.
- ? Demonstrates exemplary customer service and selling skills.
- ? Ensuring timely execution of short- and long-term retail strategy and action plans, including implementing merchandising plans and displaying promotional signage and materials.
- ? Communicate openly to create an environment where all associates are treated fairly and with dignity and respect.
- ? Protect company assets and minimize loss by ensuring all store standards and operating procedures are met including workplace safety, risk management, merchandise management, and loss prevention.

What you bring to the table:

- ? 5+ years of experience managing retail store operations with a proven retail sales record.
- ? Passion for exemplary service, extreme attention to detail, enthusiasm for Christmas.
- ? Proficient in Microsoft Office Suite
- ? Honest, enthusiastic, and hard-working, not afraid to roll up your sleeves and get the job done.
- ? Demonstrated excellent time management, organizational and multi-tasking skills.
- ? Demonstrated conflict management and resolution skills.
- ? Strong communication and problem-solving skills.
- ? Flexible and able to perform other various duties as required.

Requirements

Superior Customer Service, Hiring Decisions, Hiring Processes, Training & Development, Inventory Management

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