

JOB DESCRIPTION : STORE MANAGER

Bringing back to	Retail manager /Area manager
Required Education	High School Degree (minimum requirement)
Responsabilities and Activities definition	Fabiana Filippi Store Manager is responsible for pursuing and achieving Shop's qualitative & quantitative goals. She properly manages the Store according to Fabiana Filippi guidelines.

Main Fabiana Filippi Store Manager features:

- Her behavior is an example
- She is accurate
- She is humble
- She is ambitious and wants to succeed
- She is self-confident
- She feels the responsibility of store's results and success

She is responsible for managing and monitoring following activities referring her main Role Responsibilities:

- **Budget Management:**

- She is fully aware of the store's budget targets and KPI's support the whole job performance
- She identifies and put into practice all necessary activities to achieve expected business results;
- She ensures her team/staff to be fully aware of business targets and quantitative/qualitative KPIs leading the performance.
- When necessary or when required she updates her staff/team with new performance targets ;
- She is personally involved in selling activities;
- She analyses Store's sales and revenue data and product's trends.

- **Human Resource management and development**

- She is responsible for planning store's staff shifts; she grants permission, days off, holidays and keeps HR department informed of staff absences.
- She periodically runs alignments and monitoring meetings in order to check if the store's trend is in full compliance with individual and general budget targets.
- She trains employees in the use of cash register.
- Monthly/ weekly, she plans and carries out training activities necessary to improve products, Brand and selling's dynamics knowledge (supports sellers during selling activities); trains the

staff so that data are completely and accurately collected in store's database.

- Periodically runs individual interviews in order to detect employees *wellness* and job satisfaction and to motivate them (when and if necessary).

- **Store Management coherently with Fabiana Filippi's guidelines and concept.**

- She promotes Fabiana Filippi Brand thanks to effective communication regarding product/brand's features.
- She Guarantees compliance with expected qualitative and quantitative standards in terms of concept and store's tidiness. In case of *no conformity* she promptly reacts and intervenes.
- She daily verifies store's staff is up to date with appearance, values and standing;
- She duly asks for goods and clothes necessities to catch budget's targets. She monthly sends qualitative feedback on product's trends.
- She manages fiscal and not fiscal documents.

- **Customer Care and Management**

- She guarantees Customer Base extension by using *clienteling* strategies.
- She works in order to develop customer satisfaction and retention by providing an outstanding customer selling experience.
- She oversees sales activities and manages VIP & TOP clients.
- She suggests Retail Marketing initiatives targeted on Fabiana Filippi's concept
- She monthly verifies return and spending level index; cares, verifies and controls Store's Customer Book.

Competences

Languages: Fluent in English (knowledge of a second foreign language is a plus)

IT: Office skills (Excel, Word, Power Point)

Selling, marketing & communication proven skills

Other skills: good product knowledge, techniques of tissue processing and textile characteristic's knowledge

Good standing, Young and dynamic woman, reassuring and coherent with the Brand.

Self caring, elegant and aligned with Fabiana Filippi Brand's features.

Required Experience

Previous experience in Luxury Goods environment; previous experience as store manager in luxury stores/ in a luxury store is a plus

Soft Skills

- People Management
- Effective Communication
- Clients/ Coworkers orientation

- Result Orientation
- Self Promotion
- Self-confidence and balance
- Engagement
- Initiative/ Enterprising spirit
- Positive thinking
- Identification with Role
- Planning and managing team work.

Will be also appreciated:

- Flexibility
- Trustworthiness

Work Environment Strongly customer oriented; dynamic and competitive. Stores are located along main luxury avenues, usually in overcrowded places with many new contact opportunities.

Working place Store

CONTRACTUAL INFORMATIONS

Schedule Full time 5 days a week
Shift : Monday - Sunday

Compensation Wage: depends on belonging country and actual experience
Benefits: to be defined

Please send your application to: recruiting@fabianafilippi.com