

Retail Store Manager Job Description

Business Unit: The Bottomline Boutique

Reports To: Executive Director

Location: Chicago

Timing: 1 Year Contract

Job Description:

The Bottomline Boutique is the only urban-chic benefit clothing resale store that contributes all of its profits and proceeds to support the mission of a non-profit city-wide program, Bridge to Success. We are a growing organization looking for a qualified full time contracted employee to join our Retail team. The primary responsibilities of the position will be to provide overall store management by enhancing customer satisfaction, meet sales and profitability goals and managing merchandise donations effectively.

Position Overview/ Responsibilities

- Develop business strategies to raise our customers' pool, expand store traffic and optimize profitability
- Meet sales goals by promoting sales through positive customer service efforts and effective stock merchandising
- Maintain outstanding store condition and visual merchandising standards
- Formulate pricing policies by reviewing merchandising activities; determining additional needed sales promotion; authorizing clearance sales; and studying fashion trends
- Complete store administration and ensure compliance with policies and procedures
- Report on buying trends, customer needs, inventory, profits etc
- Propose innovative ideas to increase market share
- Greet customers as they come in and render assistance in selecting accessories and apparel
- Deal with all issues that arise from staff or customers (complaints, grievances etc)
- Be a shining example of professional behavior and high performance
- Additional store manager duties as needed

Position Qualifications

- Experience supporting non-profit organizations is a plus.
- Customer management skills
- Strong organizational skills
- Demonstrate strong written & verbal communication skills with exemplary problem solving abilities
- Proficient in the use of Microsoft Excel/ PowerPoint is a major plus
- Must have at least 2 years retail management experience
- Sales & Marketing related and/or Fashion Business degree preferred.

Competencies

Honesty/Integrity, Customer Focus, Accountability, Flexible, Tenacious, Time Management, Working under pressure, Accuracy, Communication (Written/ Oral), Enthusiastic, Initiative, Sales Tracking, Pricing, Donor Relationships, Retail Market Knowledge, Results Driven, Strategic Planning, Management Proficiency, Client Relationships

Other Requirements: Ability to work in a team environment with exceptional organizational and follow through skills. The ideal candidate should possess a strong customer service focus with excellent inter-personal relationship skills.