



## **POSITION: URBAN EMPORIUM STORE MANAGER, A NEW RETAIL INCUBATOR CONCEPT**

**PRIMARY FUNCTION:** Promote a management and sales culture to assist leasee-retailers in building productivity and achieving revenue targets with a goal to have leasee-retailers move into their own independent retail spaces. Provide leadership to achieve or exceed budgeted sales and payroll, and manage operating expenses. Effectively manage store operations, inventory, visual merchandising standards, and relationships with leasee-retailers. Ensure all customers receive exemplary customer service and receive a positive store/brand experience. Ensure sales associates build relationships with customers. Accountable for all aspects of the store.

### **ESSENTIAL DUTIES & RESPONSIBILITIES:**

- Ensure store meets or exceeds sales goals; meet payroll goals.
- Prioritize, plan and adjust schedules and daily agendas based on the community event calendar, to meet business goals. Hold team accountable to achieving goals.
- Recruit, interview, and select qualified retail candidates to build a balanced store mix and talent pipeline to achieve current and future business goals.
- Train and motivate all leasee retailers through on-going programs in sales, customer service and product knowledge in conjunction with the retail consultant.
- Assess performance and provide on-going feedback to leasee retailers, staff; the Board of Directors.
- Ensure team provides an exceptional customer experience in the store to achieve **Urban Emporium** standards.
- Maintain presence through effective floor management and create schedules to ensure sales coverage in all areas of the store as needed.
- Establish and maintain a safe work environment and ensure ongoing safety training and awareness.
- Ensure store standards are met and maintained, i.e., visuals, cleanliness, signage, safety, etc.
- Manage store operating procedures, i.e., inventory levels and cash control to minimize store losses.
- Responsible for ensuring the store meets organization guidelines in opening and closing.
- Ensure associates and leasee retailers comply with all Urban Emporium policies and procedures.
- Create and maintain an environment where all associates and leasee retailers are treated fairly and with dignity and respect, in accordance with organization policy.
- Monitor assets through accurate inventory management procedures.
- Work with the consultant to develop best practices in store management.
- Report regularly to the leasee retailers, Board of Directors, keeping them apprised of business operations, including financial budget to actual comparisons and leasee-retailer status.

### **PREFERRED SKILLS/KNOWLEDGE:**

- Proven management experience in specialty retail and/or multi-unit retail business environment.
- Proven ability to manage staff to exceed sales goals, while meeting payroll goals.

- Proven ability to identify top talent, create teams, and train/develop/retain great people.
- Proven ability to think through complex issues, and allocate time to execute multiple tasks and changing priorities.
- Proven ability to create eye catching displays.
- Effective communication, organization and leadership skills.
- Proven ability to motivate and influence others through personal actions and examples.
- Proven ability to achieve results both independently and through others by fostering a spirit of teamwork and cooperation.
- Proven computer experience including Microsoft Office Suite.
- Proven efficiency in "RUNIT" POS Systems.
- Proven ability to run a retail incubator, managing multiple tenants.
- Proven ability to recruit retailers to the retail incubator.
- Proven ability to manage inventory.
- Proven ability to oversee retail incubator tenant improvements and completion of construction.

PHYSICAL REQUIREMENTS:

- Ability to be mobile on the sales floor for extended periods of time.
- Availability to work a minimum of five shifts per week, minimum of three Saturdays and two Sundays per month, annual inventory and entire holiday season (November and December).
- Ability to lift and mobilize medium to large items, up to 75 lb., while utilizing appropriate equipment and safety techniques.

EDUCATION: College degree preferred or equivalent job experience.

REPORTS TO: Springboard for Success Board of Directors

\*\*This description is not inclusive of all duties and responsibilities and can be changed without notice\*\*

POSITION TO START IMMEDIATELY

TO APPLY: Please send resume and cover letter to [fred@downtownmobile.org](mailto:fred@downtownmobile.org).

FOR MORE INFORMATION: Please call Fred Rendfrey at (251) 434-8498.