MANAGER IN TRAINING

REPORTS TO: Store Manager, General Manager
DIRECT REPORTS: Non-Management
INDIRECT REPORTS: Stores

JOB DESCRIPTION

Learns to manage all aspects of a store including presentation, staffing, leadership and store operations during the training program. Must successfully complete the manager in training program to be moved into an assistant manager position.

ENTRY REQUIREMENTS

- ☐ **EDUCATION:** Bachelor's Degree required.
- ☐ **RETAIL EXPERIENCE:** No retail experience required. At least 1 year retail experience preferred.
- ☐ **SUPERVISOR/MANAGERIAL EXPERIENCE:** No supervisor/managerial experience required.

WORK SCHEDULE REQUIREMENTS

Managers are generally required to work 40 to 50 hours per week. Depending on the time of year and the needs of the store, managers may work more or less than 40 to 50 hours per week. Managers are required to work most weekends, and during peak holiday periods.

COMPETENCIES

WHAT YOU NEED TO BRING TO THE JOB		WHAT YOU WILL LEARN ON THE JOB	
Interpersonal Interaction	Promotes Diversity & Inclusion	Management Skills	Visual Displays
Maturity & Emotional Stability	Integrity	Proactive Thinking	Asset Protection
Communication	Multi-tasking	Performance Management	Attention to Detail
Drives Results	Adaptability & Flexibility	Product Knowledge & Brand Awareness	Register/Point of Sales Use
Fashion Trend Knowledge	Holds Self Accountable		
Leadership & Team Building	Planning and Organization		
Resiliency	Problem Solving		
Customer Focus	Assertive		
Business Savvy			

TASKS

CUSTOMER FOCUS

Interacts with and assists customers to ensure they are satisfied with their store experience. Reinforces customer service expectations with associates. Anticipates customer merchandise (e.g., placement, availability, customer fit) and business flow (e.g., long lines at cash wrap or fitting rooms) issues. Keeps up-to-date on merchandise choices and uses suggestive selling/outfitting to share this knowledge with customers. Delivers an in-store experience focused on the customer, ensuring a fast, easy and exciting shopping experience.

PERFORMANCE MANAGEMENT AND DEVELOPMENT

Trains staff to complete job tasks and develop skills for effective performance. Evaluates staff on tasks and competencies and identifies high-performing talent within the store.

STAFFING, SCHEDULING, AND PAYROLL

.affs store with quality associates to assist in meeting and maintaining store staffing levels. Learns and manages setting priorities, assigning and organizing work flow and allocating payroll for staff.

MANAGER IN TRAINING

TASKS CONT.

STORE PRESENTATION AND SALES FLOOR

Learns, participates in and manages visual and presentation standards throughout the store and stockroom, ensuring staff involvement in cleaning and maintenance. Executes and updates floorsets to brand standards. Makes store presentation decisions to improve the speed and flow of the business. Ensures store is prepared for events or promotions. Anticipates, monitors and reacts to the day's events to ensure proper merchandising (e.g., sell-down, top-selling items for substitution, on-hand inventory).

STORE OPERATIONS

Coordinates with other managers to resolve operations and customer issues throughout the store. Learns, reviews and supports all current company procedures and policies. Reads and completes appropriate sections of the Program. Performs management only register functions. Handles all cash related managerial procedures. Learns and completes maintenance and updating of personnel files.

ASSET PROTECTION

Follows all Company safety and security policies, including completing bag checks, issuing customer service recovery statements, securing the store before and after business hours and responding appropriately in emergency situations. Participates in the training of others to follow all company safety and security policies, including knowledge of current shrink rate. Monitors shrink by being aware of signs of theft, communicating customer service recovery statements and assisting asset protection in the event of theft.

COMMUNICATION

Communicates information and instructions to others. Respects and values diversity in others and develops and maintains good working relationships with all associates. Educates staff on new merchandise, business metrics (e.g., top selling products, merchandise pricing), store sales metrics (e.g., product sales, daily sales) and company marketing initiatives (e.g., in-store sales, promotions, social media campaigns, online ordering in store).

POLICIES AND PROCEDURES

Follows and holds associates accountable to company procedures, including Handbook Policies, as well as all managerial instructions and assignments. Adheres to the dress code guidelines in personal appearance (e.g. grooming, proper dress). Follows standard procedures for opening and closing the store. Arrives, clocks in and clocks out promptly for shift and meal periods. Operates cash register and all point of sale (POS) devices.

STOCKROOM

Learns, participates in and manages stockroom areas being organized and maintained according to company standards.