



Store Manager Job Description

Reports To: District Manager

Supervises: Store Management and Sales Associates

Status: Full-Time

Responsibilities:

Leadership

- Motivate the team by communicating the Alumni Hall vision
- Communicate clear expectations and hold all employees accountable for achieving goals
- Be passionate about our employees, customers, and our brands
- Give clear division of responsibilities to management staff
- Hold productive and informative monthly staff meetings to address all areas of the business

People Development

- Recruit, hire, train, and develop a high energy and high performance team that provides a superior customer experience
- Consistently assess performance and provide feedback to associates through performance reviews
- Recognize performance issues and develop action plans in a timely manner
- Coach team members in their job responsibilities to increase confidence and productivity
- Ensure that all team members adhere to all employment policies
- Create a fun and exciting atmosphere for customers to shop in and employees to work in

Visual Merchandising

- Supervise and direct all merchandise processing
- Achieve excellence in the execution of all visual merchandising directives
- Maintain high standards of cleanliness of the store

Performance

- Strive to achieve daily, monthly, and annual sales goals
- Achieve store shrink goals

Maintain operational standards to secure the store's assets

- Achieve UPT, ADS, and E-Mail Capture goals
- Ensure proper scheduling practices and achieve payroll budget goals

Communication

- Communicate with the store staff as well as the corporate office
- Communicate merchandise needs to the buying staff
- Communicate with the marketing department and execute all marketing directives
- Stay current with competition by visiting frequently and sharing the information with the District Manager
- Ensure that all required E-Commerce and Social Media content is communicated in a timely manner

Qualifications:

- Minimum high school degree or equivalent. Bachelor's Degree preferred
- Minimum 1 year retail management experience
- Ability to work in a fast-paced environment
- Ability to work well within a team
- Ability to work a schedule based upon the business needs – including holidays, nights, and weekends
- Strong verbal and communication skills

Disclaimer: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.