

Store Manager - Jimmy Choo

Location: Metzingen

To support our continued growth and development we are currently recruiting for a Store Manager in Metzingen to join the Jimmy Choo team

Main responsibilities include:

- Effectively managing, coaching and leading the boutique and team to reach targets and KPI's and striving to exceed these by ensuring that the team is set up for success
- Managing and providing leadership to the team including interviewing potential candidates, conducting appraisals, performance reviews, providing and organising training and development, performance management, coaching etc.
- Analysing sales figures to maximize profits and drive store results
- Ensuring that the team are fully aware and actively striving to achieve key performance indicators in order to increase boutique performance and reach individual and store targets
- Interpreting trends to facilitate planning with a strong commercial focus
- Updating team on business performance, new initiatives and other pertinent issues
- Organising marketing and promotional activities that reflect the luxury image of Jimmy Choo and drive store targets and KPI's
- Maintaining awareness of market trends that might affect performance, understanding forthcoming customer initiatives, and monitoring local competitors activities
- Demonstrating a strong commercial focus with an eye on improving the business, e.g. revising opening hours to ensure the store can compete effectively in the local market, competitor activities, etc.
- Ensuring that the team is providing exceptional standards of customer service and surpassing customer expectations at every opportunity by following our Selling Ceremony
- Supporting the team in building, developing and maintaining the client database ensuring repeat visits and customer loyalty
- Ensuring the efficient running of the boutique following directives and procedures as set by Retail Excellence and the Company
- Providing a consistent example of the glamorous, luxury lifestyle image of Jimmy Choo through customer relationship management, attitude, personal grooming, dress code and behaviour to the team and ensuring that they also reflect this
- Ensuring that customer complaints are promptly and successfully resolved
- Managing stock takes as and when required
- Ensuring that effective stock controls are maintained to ensure continued stock supply and ensure stock record accuracy

- Actively monitoring the team ensuring that merchandise presentation reflect VM standards and general tidiness and cleanliness of the boutique is maintained at all times
- Actively insuring the implementation and adherence of Jimmy Choo procedures, standards and policies as outlined in Retail Excellence and as communicated by the Company within the boutique
- Managing all Health and Safety and Security issues in accordance with Jimmy Choo procedures, minimising loss and ensuring a safe environment
- Any other ad-hoc duties as might reasonably be required in the successful running of the boutique

Competencies and Experience Required:

- At least 2 years demonstrable experience gained as Store Manager/Assistant Manager with a recognised brand preferred and a proven track record of driving sales results
- Excellent communication skills both written and verbal
- Very good knowledge of local market
- Fluent in English and German
- Demonstrable skills of Microsoft Office, Excel, Word and Powerpoint
- Strategic thinker with a strong commercial acumen
- Knowledge and understanding of the luxury market, outlet, customer service and fashion
- Successfully able to handle multiple demands and competing priorities in a multinational business
- Seeks opportunities to be proactive and pre-empt boutique and team issues
- Demonstrates respect, leadership capabilities and regularly exceeds expectations
- Shows innovation and initiative

Personal Attributes:

- Enthusiastic, self-confident, well presented and self-motivated
- Understand and represent the luxury lifestyle image of Jimmy Choo
- Professionalism is maintained under all circumstances
- Prepared to go the extra mile to achieve targets