



## **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
- Show a strong passion for the Alumni Hall brand, customers, and employees to help set the standard for running the daily business
- 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
- Coach team members in their job responsibilities to increase confidence and productivity
- Consistently assess performance and provide feedback to associates through monthly check ins & annual performance reviews
- Recognize performance issues and develop action plans in a timely manner
- Ensure that all team members adhere to all employment policies & a professional work environment
- 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 a clean and neat sales floor, cash wrap, and fitting rooms

#### ***Performance***

- Be able to open and close the store, handle deposits, and follow daily operations and expectations
- Strive to achieve daily, monthly, and annual sales goals
- Achieve store shrink goals through proper Inventory Management: Maintain operational standards to secure the store's assets
- Achieve UPT, ADS, Email Capture, & Ecommerce Performance goals

- Ensure proper scheduling practices and achieve payroll budget goals
- Ensure that all Ecommerce orders are filled and processed per company standards quickly and efficiently
- Develop a working knowledge of collegiate sports and local university activities

### ***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 Ecommerce and Social Media content is communicated in a timely manner

### **Qualifications:**

- Background Check required
- Employees are subject to random drug screenings
- Minimum high school degree or equivalent
- Minimum 1 year retail management experience
- Ability to lead a team, delegate, and follow-up
- Ability to train, develop, & foster growth among employees
- Ability to work in a fast-paced environment
- Ability to work a schedule based upon the business needs – including holidays, nights, and weekends
- Strong verbal and communication skills

**Note:** This job description does not contain an all-encompassing list of duties or responsibilities that are required of the employee. Management has the exclusive right to alter this job description at any time.