

## JOB DESCRIPTION & QUALIFICATIONS

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**TITLE:** ASSISTANT MANAGER

**REPORTS TO:** STORE MANAGER

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**GENERAL SUMMARY :** The Assistant Manager's primary function is to manage the store and support the Store Manager in all aspects of the store, including all personnel, product and merchandising functions, business processes and results for their store and to manage their area of responsibility and direct reports. The Assistant Manager is to generate sales and profit, minimize losses and ensure the store is visually distinctive and impeccably maintained. The Assistant Manager's goals are to maximize associate productivity, ensure compliance and consistent execution of company standards and Policy & Procedures as well as create an environment which is results driven. The Assistant Manager is responsible for the development of associates individually and in partnership with the entire management team. The Assistant Manager must be able to manage the store in the Store Manager's absence.

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### **ESSENTIAL COMPETENCIES, DUTIES AND RESPONSIBILITIES (including but not limited to):**

#### **Deliver Business Results:**

- Utilize all company tools to drive results
- Self-driven, results-oriented with a clear business focus.
- Strategic planner with the ability to prioritize according to business needs.
- Ability to speak to company goal and initiatives.
- Creates solid partnerships with mall, local community, and corporate partners to identify business opportunities that results in an increase in store traffic and sales.
- Delivers a high level of communication with staff on a daily basis.

#### **Managing Customer Service:**

- Demonstrates exceptional customer service skills with both internal and external partners.
- Ability to train, develop and execute S.G.M. and TH Customer Service skills.
- Customer Service passion demonstrated through service results and recognition.
- Effectively trains, monitors and executes Direct Replenishment and Recovery process.
- Adheres to Company Personal Appearance Standards to professionally represent the Tommy Hilfiger image.

#### **Managing Merchandising:**

- Ability to make business decisions based on current sell-through strategies.
- Maintains elevated store presentation by training and overseeing standards as defined in the ABC Brand Presentation manual and video as well as company directives with an eye for detail.
- Understands product needs and educates team how to evaluate report information.

#### **Managing Store Operations:**

- Knowledge of and adherence to all policies and procedures.
- Supports the Store Manager with daily management of sales, payroll, controllable expenses, goals and company initiatives.
- Able to innovate and enhance training delivery when necessary.

### **Human Resources: Job Description**

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- Communicates with staff daily, at Take 5 meetings, individual sales goals, and other key performance indicators such as UPT, conversion, store results, product sales and other information to help and provide TH service and achieve goals.
- Ensures store has all necessary tools (i.e. supplies, resources, binders, etc.) and knowledge of how to use them adequately.
- Assist Managers in-store Orientation process.
- Participate in scheduling process for the store.
- Manage store openings and store closings.

## **Managing Human Resources:**

- Actively trains, coaches and provides feedback to floor supervisors and associates.
- Actively participates in performance management, including coaching, development and disciplinary conversations.
- Networks and assists with recruiting and hiring team associates.
- Comfortable with repetitive training delivery, understanding that it may look different based on how each of the learners comprehends the training.
- Effectively participates and assists the Store Manager in weekly management meetings and quarterly staff meetings.
- Ability to set clear actionable goals for self and team.
- Adheres to Human Resources Policies, Practices, and Procedures.

## **STRATEGIC SUCCESS FACTORS**

### **Teamwork:**

- Maintains respect of peer group, staff and supervisor.
- Utilizes excellent organizational, time-management, and problem resolutions skills in a fast-paced dynamic environment.
- Demonstrated success in motivating and leading a team, change management, and problem solving skills.
- Ability to influence, coach and mentor.
- Communicates honestly, openly, and constructively.
- Creates energy, excitement and recognition around team and individual accomplishment and successes.

### **Teambuilding:**

- Enthusiasm, passion, and commitment to the TH brand.
- Empathetic towards other's point of views and needs.
- Strong interpersonal skills with the ability to build partnerships.
- Able to provide feedback on new associates and manage orientation process.
- Strikes a proper balance between effective delegation and appropriate supervision.

### **Agility:**

- Displays flexibility in adapting to changing conditions by demonstrating the ability to reset priorities based on store and business needs.
- Actively participates in aligning all store activities to ensure all business goals are met.
- Ability to modify delivery style to ensure understanding of the learner.
- Takes on additional assignments and work when needed.
- Maintains a sense of urgency.

### **Results Oriented:**

- Self-motivated, persevering and persistent.
- Ability to drive a result-oriented sales team.
- Experience managing multiple projects and able to multi-task.

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## QUALIFICATIONS:

### **Experience Required:**

- 3 years' experience as an acting member of management, preferably in a retail environment.

### **Minimum Education:**

- Minimum high school education or equivalent.
- Computer Knowledge (MS Office, Adobe, Web understanding)

### **Schedule Requirements:**

- Ability to change schedule, adapt to the needs of the position, undertaking night shifts, weekends and holidays.

### **Physical Requirements:**

- Ability to manoeuvre around the sales floor, stockroom and office.
- Ability to operate cash register and office computer and other equipment.

Date: \_\_\_\_\_ Location: \_\_\_\_\_

Associate Name: \_\_\_\_\_ Associate Signature: \_\_\_\_\_