JOB DESCRIPTION & QUALIFICATIONS

TITLE: STORE MANAGER
REPORTS TO: AREA / DISTRICT MANAGER
SUPPORT: REGIONAL DIRECTOR / REGIONAL BRAND PRESENTATION MANAGER / DIRECTOR OF RETAIL TRAINING

GENERAL SUMMARY: The Store Manager is the most global position in the store. They must be able to oversee all aspects of the store, including all personnel, product, merchandising functions, business processes and results for the store. The Store Manager develops, directs, and motivates the store team which results in great service to all customers, generation of sales/profit, minimizing losses and ensuring the store is visually distinctive and impeccably maintained. In addition, the SM maximizes employee productivity, ensuring consistent compliance with the execution of all company Policy & Procedures and maintains an environment that is results-driven.

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

FUNCTIONAL SUCCESS FACTORS:
Delivers Business Results:

- Utilizes all company tools to drive results
- Self-driven and results-oriented with a clear business focus
- Strategic planner with the ability to prioritize according to business needs
- Maintains track record of effective, sales focused team members that consistently meet the expectations of TH.
- Ability to accurately communicate statistical results and identify business needs.
- Ability to speak to local and big picture company goals 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. Ability to effectively communicate with team at Take 5 meetings, regarding individual sales performance, and other key performance indicators such as UPT, conversion, store results, product sales and other information to help them provide great service and achieve goals

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
- Maintains a high level customer service culture validated through service results and TH Customer Service recognition
- Effectively trains, monitors and executes Direct Replenishment and Recovery process.
- Effectively manages customer complaints in a timely and effective manner
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 execution of 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:
- Exceptional knowledge of and adherence to all company policies and procedures
- Ensures daily management of sales, payroll, controllable expenses, goals and company initiatives
- Attends company meetings and contributes to the overall company growth and strategy
- Ensures that team is effectively executing all corporate programs
- Aligns team with activities that will ensure that business goals are met
- 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 the provide T.H. service and achieve goals
- Ensures store has all necessary tools (i.e. Supplies, resources, binders, etc.)
- Manages in-store Orientation process
- Communications: Ensure flow of information in store.

Managing Human Resources:
- Actively trains, coaches and provides feedback to management and associates
- Develops strong management team, enabling them to take on responsibilities of the store for a minimum of 1 week
- Recruiting and Hiring Skills
  - Consistently staffed with bench strength
- Comfortable with repetitive training delivery, understanding that it may look different based on how each of the learner comprehends training
- Effective performance management of store team- including training, coaching and feedback
- Effectively leads weekly management meetings and quarterly staff meetings
- Ability to diagnose, develop and review the performance of the staff: conduct annual performance reviews
- Ability to set clear, actionable goals for self and team

Teamwork:
- Maintains respect of peer group, staff and supervisor
- Effective communication through appropriate channels
- Utilizes excellent organizational, time-management, and problem resolution 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
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- Creates energy, excitement, and recognition around team and individual accomplishment and success
- Clear and concise communicator (verbal & written)

**Teambuilding:**
- Enthusiasm, passion and commitment to the TH brand
- Empathetic towards other’s point of view and needs
- Strong interpersonal skills with the ability to build partnerships
- Able to provide feedback on new employees and manage orientation process
- Demonstrating ability to develop and promote internal employees
- Strikes a proper balance between effective delegation and appropriate supervision

**Agility:**
- Flexible and solution oriented
- Displays flexibility in adapting to changing conditions by demonstrating the ability to reset priorities based on store and business needs
- Aligns 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
- Meets deadlines

**Results Oriented:**
- Self motivated
- Persevering and persistent
- Ability to drive a result-oriented sales team
- Experience managing multiple projects and able to multi-task

**QUALIFICATIONS:**

**Experience Required:**
- 1 year minimum experience as Manager
- Must be interviewed by District Manager and Regional Director.

**Minimum Education:**
- Minimum high school education or equivalent required.
- Bachelor degree or equivalent work experience preferred
- Working knowledge of the computer (MS Office, Web understanding)

**Schedule Requirements:**
- Ability to do minimum travel, change schedule, adapt to the needs of the position

**Physical Requirements:**
- Excellent communication skills, both verbal and written in addition to strong interpersonal skills
- Ability to manoeuvre around the sales floor, stockroom and office
- Ability to operate cash register and office computer and other equipment

Date: ___________________________ Location: ___________________________
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Employee Name: ___________________________ Employee Signature: ___________________________

Note: job description may be subject to change.