

Rack Room Shoes Assistant Manager

Job Title: Assistant Manager

Department: Store Operations

Reports to: Store Manager

Job Description Summary

Assist the Store Manager in managing all day-to-day operations, ensuring compliance with all Company policies and procedures. Assistant Managers are to provide guidance and leadership to store staff, in coordination with the Store Manager's direction. In the absence of the Store Manager, assume full responsibility for all store operations. Exercise best efforts to meet or exceed established sales and work goals.

Essential Job Functions

Set and Maintain High Standards regarding:

- Customer Focus

- Sales

- Store Presentation

- Inventory Control

Establish Sales and Work Goals:

- Store

- Sales Associates

- Productivity per Hour

- Handbag

- Accessory

Monitor Sales of:

- Store

- Sales Associate

- Productivity per Hour

- Accessory

- Handbag

Act to Influence Sales within Your Power

Set up promotions on time and for impact

Complete mark-downs on time and properly

Train Personnel using the tools at your disposal:

- Sales Associates

- Store Management

- Store Training Department

Be a Leader

Control Company Assets and Expenses:

- Employees

- Payroll

- Merchandise

- Cash

- Fixtures and Store

Work toward a complete understanding of managing a store, through the Manager Education and Development Program.

Principal Working Relationships

Customers, Cashiers, Sales Associates, Store Management, District/Regional Managers, Store Operations and Training Personnel.

Key Qualifications

Working knowledge of Footwear, Handbags, and Accessories.

Ability to service customers by having Product Knowledge, Fitting Skills, and Salesmanship.

An understanding of merchandise and philosophy of doing business.

Interpersonal skills necessary to deal effectively with external contacts (primarily customers) and with all levels of employees.

Managerial and organizational skills necessary to handle administrative details of store management.

Demonstrated effectiveness in communication skills, both verbal and non-verbal.

Knowledge of policies and procedures.

A complete understanding of the standards of Store Presentation and strong visual merchandising skills.