



ASSISTANT MANAGER JOB DESCRIPTION

PROFILE

The Assistant Manager works closely with the store manager to learn all aspects of running a store. As a member of our Management Team you will be responsible for providing outstanding customer service, achieving sales volume, adhering to Oakley's visual presentation standards and maximizing profits by controlling expenses and protecting company assets. The Assistant Store Manager will work with the Store Manager in providing guidance, direction and development to the store team in order to achieve all revenue, profit and customer service goals.

RESPONSIBILITIES

Consumer Experience.

- Provide outstanding customer service by greeting and assisting customers, and responding to customer inquiries and complaints.
- Direct and supervise employees engaged in sales, inventory-taking, reconciling cash receipts, or in performing services for customers.
- Build team commitment to high standards of service, exceeding customer expectations and leading by example.
- Monitor sales activities to ensure customers receive satisfactory service and quality goods.

Drive for Results.

- Delivers excellent customer service and demonstrates a high degree of professionalism to achieve high levels of sales performance and results.
- Develop methods and procedures to increase sales, expand markets, and promote new business.
- Assist Store Manager with training and managing all employees in execution of daily tasks and to maximize sales.
- Has a clear understanding of how the retail business works and builds a winning sales culture.
- Manages all employees in execution of daily tasks and to maximize sales.
- Supports proper channels of communication that exist between the store, supervisors and corporate partners

Operational Skills.

- Maintains quality service by establishing and enforcing organization standards
- Exercise judgment and discretion alone, and in conjunction with the Store Manager in the day-to-day operations of the store
- Maintain compliance with corporate communications by overseeing preparation of merchandise, displays and presentations.
- Coordinate merchandise replenishment and the flow of merchandise from the stock room to the sales floor.
- Assist the store team in maintaining the store's visual objectives and housekeeping standards by straightening merchandise and assisting in floor and fixture changes.
- Assist with Associate and Lead responsibilities as the workday may require.



Building an Effective Team.

- Recruiting, interviewing, selecting, hiring, and promoting employees internally and externally.
- Reviewing staff job results and learning needs with retail Store Manager.
- Supports continuous learning model by providing feedback through ongoing training, coaching, counseling, assessments and setting challenging goals to improve employee performance.
- Trains store staff by reviewing and revising orientation to products and sales training materials.
- Handles complaints, settles disputes, and resolves grievances and conflicts.

QUALIFIERS

- 2+ years of retail sales experience within a specialty environment.
- 1 year of retail management experience.
- Availability to work a flexible schedule and the hours necessary to open and/or close the store, including nights, weekends and holidays.
- Strong communication skills (verbal & written), including strong relationship building skills.
- Strong leadership and organizational skills and a proven sales track record
- Ability to develop and train staff, build relationships and utilize skills of staff most appropriately.
- Ability to resolve conflict and negotiate with others
- Ability to guide, direct, and motivate employees

STOKED IF YOU HAVE THIS TOO

- Knowledge of Oakley, Inc. and Oakley products.
- Outgoing, enthusiastic and sports-minded individual.
- Bilingual.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to talk and hear. This position is very active and requires standing, twisting, turning, pushing, pulling, walking, bending, kneeling, stooping, crouching, climbing and typing all day. The employee must frequently lift and/or move items that weigh up to 50 pounds. Specific vision abilities required by this job include close and distance vision, color vision, peripheral vision, depth perception and ability to focus.