

JOB TITLE: Assistant Store Manager

LOCATION: Field

POSITION DESCRIPTION:

Deliver positive sales performance and ensure the needs of the customer are fulfilled. Assist in the successful implementation of all Company's objectives and plans while completing daily operational activities.

ORGANIZATIONAL STRUCTURE:

- Reports to the Store Manager
- Provides management and oversight to 3rd Key Holders and Sales Associates

RESPONSIBILITIES:

Drive Sales and Superior Customer Experience

- Assist in the achievement of performance targets (e.g. ADS, UPTs, SPLH) through promotion of sales and customer service programs
- Demonstrate product knowledge and fashion awareness in day to day interactions with customers and store associates
- Implement In Store Presentation directives per Company policy and timelines, incorporating appropriate product flows and adjacencies based on individual store layout
- Perform ear piercing procedures that are in compliance with Company and legal guidelines. Enforce proper ear piercing procedures among store associates.

Demonstrate Leadership

- Represent the Claire's/Icing brand through professional behavior, fashion awareness and positive customer relations
- Assist the Store Manager in creating a positive store environment by serving as a role model, fostering teamwork, recognition and effective communication
- While manager on duty, effectively handle critical situations that occur within the store
- Contribute to the recruitment and hiring of qualified store associates
- Train and coach store associates to meet performance targets and comply with Company policies and procedures

Manage the Business

- Complete operational activities in compliance with Company policies and procedures
- Assist in the management of controllable expenses (e.g. payroll, supplies, utilities)
- Complete all required paperwork and banking procedures accurately

- Assist in the implementation of all loss prevention practices to safeguard store and Company investments
- Assist in the management of store inventory (e.g. process shipment, markdowns, store recovery, stock replenishment, back room organization) to ensure store is always in business ready condition
- Perform the day to day operations (e.g. opening/closing procedures, housekeeping) while at times being the only associate in the store
- Maintain a safe store environment
- Assume Store Manager duties in the absence of a Store Manager
- Other duties as assigned

QUALIFICATIONS:

- High school diploma or equivalent required
- Minimum 1 year retail management experience
- Excellent verbal/written communication and organizational skills
- Sound understanding of mathematics and strong reading comprehension skills
- Ability to analyze sales reports and strategically problem solve
- Ability to stand during scheduled shifts
- Ability to maneuver up to 25 lbs regularly and up to 75 lbs occasionally
- Bending, stooping, extended reaching, climbing ladders and step stools while placing merchandise throughout the store and assisting customers
- Ability to operate POS system