

de
GRUCHY

J E R S E Y 1 8 1 0

JOB DESCRIPTION

Job Title:	Concession Manager
Responsible to:	Floor Manager and Area Manager
Salary:	Negotiable
Hours of Work:	37.5 hours per week over 5 days
Staff Reporting:	Sales Assistants
Job Purpose:	To lead, inspire and motivate the sales team in order to deliver outstanding customer service and maximise selling opportunities enabling the department to achieve and exceed sales targets.

Key Responsibilities

Customer Service

- To acknowledge all customers who enter the store
- Provide a fast and friendly service
- To approach every customer and establish their needs
- To advise customers on product ranges, prices, availability of stock, sizes within range thus giving them the opportunity to choose a product that best meets their needs
- To know how to demonstrate products to customers where applicable.
- To be familiar with our customer order, refund and exchange policy so that customers can be advised when necessary
- To smile and thank customers for shopping with A de Gruchy & Co Ltd
- To be aware of current promotions taking place in the store so that these offers can be communicated to our customers
- Resolve customer complaints effectively or involve appropriate management to ensure customer satisfaction

Product Knowledge / Selling Skills

- To have a comprehensive knowledge of all merchandise on the department
- To use effective questioning techniques to identify Customer's needs and requirements in order to select the appropriate item(s)
- To assist and advise customers in the selection of merchandise

- Be able to maximise sales opportunities through link selling
- Email recruitment

Till Operations

- To present a professional image when using the till and processing sales
- To carry out all till functions competently on till as per company procedure
- To collect float for the till, replenishing change and to take up the daily takings when required
- To be aware of security risks when handling money and act vigilantly at all times

Team

- To ensure that the team are aware of sales targets and encourage them to meet these targets
- To train and develop the teams to deliver on all aspects of service and selling and give feedback on their performance
- To carry out any “on the job training” in the department throughout the year
- To keep up to date with all new products and new ranges and train staff accordingly
- To undertake department meetings, ensuring that relevant information is communicated to all members of the department
- To ensure that staff comply with policies and procedures at all times
- Ensure that all staff are well presented and portray the correct company image
- Drive sales by ensuring that team members maintain strong product knowledge and are ‘link selling’ at every opportunity.
- Ensure your team are adequately trained and competent with the till, cash handling and cashing up procedures

Department Management

- Manage staff performance with the support of HR
- Complete return to work interviews
- Complete probation reviews for all new starters
- Manage and control salary budgets
- Organise staffing in the department on a day-to-day basis, including holidays, days off etc.
- To assist with the recruitment and training of new staff
- Produce a weekly trade report
- Ensure that promotions are well executed presented and ticketed
- Identify ways of improving sales and implement them where possible
- Maintain a well-merchandised and stocked department
- Maintain housekeeping standards on the department including stock rooms
- Carry out annual appraisals and 6 monthly interim reviews

Merchandising / Recovery / Housekeeping

- To deliver high standards of product presentation
- To ensure the department is well replenished
- Maintain a clean and uncluttered department

Working Safely

Being aware of and adhering to:

- Health and Safety Regulations
- Companies policies and procedures as outlined in the Company Handbook

Person Specification

Essential

- Competent computer skills
- Excellent verbal and written communication skills
- The ability to lead and work as part of a team
- Passionate about customer service and retail
- Experience in successfully working on sales and profit targets
- Strong organisational and planning skills
- Self-Motivated
- Be able to travel to the U.K. for area meetings

Desirable

- Previous experience in a management role
- Experience in managing and motivating a team

How to Apply

In order to apply you will be required to complete an application form, please note CV's will not be accepted.

An application form can be collected in-store from our accounts department on the first floor or downloaded from our website.

Once you have completed your application please return it to the accounts department or alternatively post to:

Cristina Gherman, A. de Gruchy & Co. Ltd, P.O. Box 18, 46-52 King Street, St. Helier, JE4 8NN.

5 years residency IS NOT required for this position

Although every care is taken to ensure the correct closing dates are advertised occasionally we will close this vacancy prior to the published expiry date if we receive a high volume of applications. It is therefore advisable that you submit your application early to avoid disappointment. In the case of this happening please continue to visit degruchys.com for details of alternative vacancies.