

## Leather Goods Department Manager - Dubai Mall

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Company: Fendi Italia Srl

Location: , , United Arab Emirates

Category: other-general

Leather Goods Department Manager - Dubai MallReference: Reference: FEND03416Job title: Job title: Leather Goods Department Manager - Dubai Mall The Department Manager works close to the Store Director to support the Store's organization and contributes to run properly its own department activities, meeting KPIs and striving to achieve assigned goals. He/she is responsible for merchandising, stock availability, sales, profitability, customer journey, team and general day-by-day management.Category Sales Management and Business DevelopmentLead and develop the business of the Department, by cultivating a comprehensive and strategic understanding of it and relating to all relevant stakeholdersMonitor and achieve category department performance with relevant KPIs;Analyse the category business, propose and implement action plans to improve results;Set category performance target for the team and individual with the Store Manager;Be sensitive to competitors' trading activities and give feedback to Store Manager.Client ManagementLeverage all clienteling tools to achieve Department and Store business goals;Demonstrate as a sales leadership by delivering excellent customer service and implementing clienteling activities;Manage customer service quality, to meet customer expectations by offering excellent customer service standards;Improve Mystery Shopper Results with action plans;Implement appropriate CRM tools and develop loyal customer of particular product category;Act as brand category ambassador to educate VIP and new Clients;Operations and Visual MerchandisingEnsure that merchandize is properly managed, displayed, stored and maintained by team;Maintain inventory accuracy and shrink rates within company standards;Report to Stock Planning and Merchandising team when

there is out of stock on best sellers. Maintain the Visual Merchandising consistent with Company standards; Align periodically visual merchandising and sales performance; Make the best out of the display and proximity storage Team Management and Development Discuss individual performance every month and coach team members Motivate the team so that they perform at their highest level to meet their individual and store objectives Organize the team in an efficient manner according to business needs and delegate responsibility Translate strategic and business goals into concrete and individual actions and objectives Conduct category training to the team Execute the in-store training routine set by the Store Manager Profile: 5 years' experience in a Supervisor role in Fashion/Luxury Sales with exposure to the relevant category Bachelor's Degree or equivalent is preferred Manages his/ her image standards on a high level Strong selling and communication skills are necessary Excellent relationships skills, self-reliant, approachable and patient Confidence, organizational skills, professionalism Client focus with great business acumen Administration and financial skills Computer skills and Retail management system knowledge Goal oriented approach, multitasking Strong knowledge and/or interest for fashion/luxury industry.

#J-18808-Ljbffr

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