

United Arab Emirates Jobs Expertini®

Men's Department Manager - Dubai Mall

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Company: Fendi Italia Srl

Location: , , United Arab Emirates

Category: other-general

The Man's Department Manager is responsible to run properly the Man's Department meeting KPIs and achieving assigned goals in terms of sales, product and team. He/she is responsible for merchandising, stock availability, sales, profitability, customer journey, team coaching and general day-by-day management. Category Sales Management and Business Development Lead and develop the business of the Department, by cultivating a comprehensive and strategic understanding of it and relating to all relevant stakeholders Monitor 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 Management Leverage 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 Merchandising Ensure 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 storageTeam Management and DevelopmentDiscuss individual performance every month and coach team membersMotivate the team so that they perform at their highest level to meet their individual and store objectivesOrganize the team in an efficient manner according to business needs and delegate responsibilityTranslate strategic and business goals into concrete and individual actions and objectivesConduct category training to the teamExecute the in-store training routine set by the Store ManagerProfile:5 years' experience in a Supervisor role in Fashion/Luxury Sales with exposure to Man's product categoryBachelor's Degree or equivalent is preferredFluency in EnglishLeadership and experience in managing large teamsExcellent relationships skills, self-reliant, approachable and patientConfidence, organizational skills, professionalismGoal oriented approach, multitaskingClient focus with great business acumenAdministration and financial skillsComputer skills and Retail management system knowledgeStrong knowledge and/or interest for fashion/luxury industry

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