

United Arab Emirates Jobs Expertini®

Store Manager (Men's) - Mall of Emirates

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Company: Fendi

Location: United Arab Emirates

Category: healthcare-practitioners-and-technical

Position

As a Store Manager for our new opening Man boutique in Mall of the Emirates, you will be a FENDI Ambassador, promoting the brand DNA in the market while exceeding sales targets and KPIs.

Through a constant coaching and motivation of your team, you will strengthen the relationship with the clients by promoting FENDI history, craftsmanship, quality of materials and creativity, always ensuring that all the standards in terms of performance, processes and procedures are compliant with our vision of excellence and luxury.

Monitor and achieve store performance with relevant KPIs

Assist in the selling process

Analyze the business, propose and implement action plans to improve results, generate sales for each product category

Demonstrate sales leadership for staff and set performance targets for team and individual with relevant KPIs

Be aware of local trading environment and its impact on our sales, including competitors' trading activities

Manage and supervise the team in the correct execution of all company operating and stock procedures

Manage customer service quality, to meet client's expectations by offering excellent customer service standards

Develop loyal FENDI clients and implement appropriate CRM tools and clienteling actions including in-store events

Act as brand ambassador to strengthen/build relationships with VIP clients

Improve Mystery Shopper Results with action plans

Motivate employees to maximize team spirit, promote teamwork and maintain harmonious staff relations

Work with HR Dept. in recruiting the most qualified applicants to meet the store needs

Identify individual and team training needs to develop Talents and communicate these needs to HR Department

Review and submit sales and operational reports to management in adherence to company's KPIs and policies

Ensure that FENDI's standards are applied and maintained all times across the customer service, internal control, VM and back office activities (stocks, administration, etc.)

Profile

7-10 years' experience in Fashion/Luxury Sales

5-7 years' experience in a top-location management of a retail luxury business –

Bachelor's or Master's Degree

Strong selling and communication skills are necessary

Excellent relationships skills, self-reliant, friendly and patient

Leadership, confidence, organization, professionalism

Strong customer orientation skills

Goal oriented approach, multitasking

Computer skills and Retail management system knowledge

Strong knowledge and/or interest for fashion/luxury industry

Fluent English. Additional languages are a plus.

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