

United Arab Emirates Jobs Expertini®

Team Manager - Abu Dhabi

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Company: Tiffany & Co

Location: United Arab Emirates

Category: healthcare-practitioners-and-technical

Position

Your role in the Tiffany Legacy

Since 1837, Tiffany & Co. has always been a company of great innovators who are constantly pushing the boundaries of what's possible with design and influencing style. As our organization continues to grow within the LVMH group, we now have an exciting opportunity for an experienced individual to join the Galleria Mall Tiffany & Co. team in Abu Dhabi as a Team Manager.

The Team Manager will support the Store Manager in leading, developing and supporting the sales, operations and security team members to meet and/or exceed commercial target and elevate the Tiffany store experience. The Team Manager will assume oversight for the store when the Store Manager is not present. You will be dynamic, attentive and an inspiring leader who builds relationships with internal and external clients; someone who could be called a mentor, a coach, and who acts as a Guest Experience Manager, ensuring unsurpassed client service.

Responsibilities

Effectively coach, guide and support the sales and/or operations of a Tiffany store to orchestrate the client experience that will lead to meeting and/or exceeding Commercial and profitability targets.

Be a strong, decisive, and collaborative leader who builds a climate of service excellence and leads the team to deliver extraordinary client experiences and partners with the Store Director.

Be a dynamic and inspiring leader who embodies the LVMH Values. You will Cultivate an entrepreneurial spirit, be Creative and innovative and Deliver Excellence in all you do. Whist at the heart of it all knowing People make the difference.

Sales Management:

Manage and motivate the team to consistently achieve or exceed store commercial targets

Deepen the relationship with your clients to achieve or exceed sales targets, product category targets, and relevant KPIs.

Drive client development activities among individual team members to cultivate new and existing clients.

Demonstrate passion and deliver Tiffany Touch moments to both team members and clients, managing client relationships personally.

Drive business through key product pillars and KPIs.

Service:

Lead, model, and coach based on client feedback and elevate the Tiffany Experience.

Provide management presence on the sales floor, coaching the team and ensuring Tiffany client experience expectations are being always delivered.

Optimize hospitality and store amenities to create unique experiences.

Act on NPS performance and client feedback to improve customer service.

Talent Management:

Continuously train, coach, and provide qualitative feedback, utilizing reward and recognition as well as performance management process to improve team engagement and performance.

Prioritize diversity, cultivate inclusive environments, and foster growth

Encourage an entrepreneurial spirit

Set and communicate clear and challenging goals, aligned to our Strategic Priorities and Key Results.

Leverage and utilize training and development offerings to effectively support growth and development to drive performance.

Operational Excellence:

Ensure exceptional operational support to drive sales and service.

Manage efficient back of house and ensure consistency with established operational procedures. Identify and execute efficiencies and best practices

Ensure compliance with all internal control procedures.

Qualifications

Required Qualifications

A minimum of 5 years of sales management experience within retail or luxury retail.

Proven track record in sales generation, managing the achievement of commercial results.

Flexibility to work non-traditional hours, including nights, weekends, and holidays.

Proficiency with Microsoft Office software including Word, Excel, Outlook, Point of Sales (POS) system • Strong oral and written communication skill.

Proven ability to develop new opportunities and maintain client relationships while ensuring brand recognition and penetration in market.

The ability to inspire trust, integrity, fairness and professionalism both with clients and staff members.

Flexibility to work in various roles based on business needs (, on the sales floor, operations, etc.).

Preferred qualifications

Previous experience in a luxury retail environment.

A university degree.

Additional language skills are preferred. Arabic language is preferred.

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