

Job Opening at New York and Company, Reno

Store Sales Leader

Overview:

Supervises and executes, through the store management team, the sales, operations, brand, and human resource functions of the store. Drives store sales volumes, outstanding customer service, management development, and visual presentation; protects company assets; and maximizes profits by controlling expenses in a single store location. Ensures maximum productivity, profitability, and compliance with company procedures. The store management team usually consists of a Co-Sales Manager and/or an Assistant Sales Manager(s).

Responsibilities:

Builds Talent

- Recruits, interviews, and hires for all store positions
- Maintains optimal store staffing levels
- Ensures the use of all company training programs
- Trains and coaches the Co-Sales Manager and Assistant Sales Manager positions to the next level of responsibility
- Ensures that performance appraisals and compensation reviews are handled in a fair, timely, and consistent manner
- Follows the Performance Management process as documented in the HR guidelines
- Identifies and resolves performance issues and policy violations according to company policy, in partnership with the District Sales Manager and applicable Brand Headquarters' associates
- Ensures the documentation of unsatisfactory performance and policy violations
- Ensures compliance with all Equal Employment Opportunity (EEO) policies

Sales Generation

- Ensures the highest level of customer service at all times
- Ensures the execution of the company's customer service policies
- Ensures the scheduling of the staff to maximize sales potential
- Ensures action is taken to achieve store sales goals and corrects negative sales trends
- Ensures an adequate level of floor supervision
- Ensures the maintenance of merchandise standards to maximize sales
- Ensures that the sales floor is full and sized
- Ensures the achievement of store metrics on a consistent basis
- Communicates customer feedback, best sellers, and recommendations to DSM
- Uses company reports to analyze business results

Builds the Brand

- Ensures the achievement of company merchandise standards
- Ensures the execution of the visual presentation direction and updates
- Ensures compliance to the Brand Dress Standards
- Ensures the maintenance of a clean, neat, and organized store Issue Date 3/2004

Operational Excellence

- Establishes and ensures compliance with the company Brand Operating Standards
- Leads the execution of inventories and maintains accurate inventory paperwork/records
- Ensures the appropriate execution of merchandise handling procedures

- Controls payroll and all other controllable expenses
- Ensures the achievement of store shrink goals
- Communicates inventory problems, markdowns, and trends to DSM
- Ensures compliance to the Loss Prevention Guidelines
- Ensures the adequate level of store supplies
- Identifies and resolves store maintenance issues
- Supervises the maintenance of store safety standards
- Completes additional duties and projects as assigned

Qualifications:

- Three to four years retail experience, with at least two years of management experience
- Demonstrated proficiency in recruiting, training, sales generation, operations, and merchandising
- Excellent communication, delegation, follow-up, time-management, and analytical skills
- Proven ability to multi-task and direct activities at all levels
- Minimal travel required

To apply please visit store.