



Job Title: Retail Manager

Compensation: Commensurate with experience

Department: Retail

Reports to: General Manager

Position Summary:

This position will have primary responsibility for the daily management of the retail operations at The BALSAMS. Will oversee the daily operations of the retail outlets, including store operations and hiring, scheduling and training staff. Manages the visual display of merchandise to ensure maximum effectiveness and impact. Controls retail inventory and ensures timely reordering based upon business levels and seasonality. Will assist in overseeing the P&L for the unit and will address variances. Works on special retail and promotional programs as needed.

Essential Functions:

- Provide customer service by greeting and assisting customers, and responding to customer inquiries and complaints.
- Monitor sales activities to ensure that guests receive satisfactory service and quality goods.
- Assign employees to specific duties.
- Direct and supervise employees engaged in sales, inventory-taking, reconciling cash receipts, or in performing services for guests.
- Inventory stock and reorder when inventory drops to a specified level.
- Keep records of purchases, sales, and requisitions.
- Enforce safety, health, and security rules.
- Examine products purchased for resale or received for storage to assess the condition of each product or item.
- Hire, train, and evaluate personnel in sales or marketing establishments, promoting or firing workers when appropriate.
- Perform work activities of subordinates, such as cleaning and organizing shelves and displays and selling merchandise.
- Establish and implement policies, goals, objectives, and procedures for their department.
- Instruct staff on how to handle difficult and complicated sales.
- Formulate pricing policies for merchandise, according to profitability requirements.
- Estimate consumer demand and determine the types and amounts of goods to be sold.
- Examine merchandise to ensure that it is correctly priced and displayed and that it functions as advertised.
- Plan and prepare work schedules and keep records of employees' work schedules.
- Review inventory and sales records to prepare reports for management and budget departments.
- Plan and coordinate advertising campaigns and sales promotions, and prepare merchandise displays and advertising copy.
- Confer with company officials to develop methods and procedures to increase sales, expand markets, and promote business.

- Establish credit policies and operating procedures.
- Plan budgets and authorize payments and merchandise returns.

Minimum Requirements:

The ideal candidate must have a minimum of 3 + years retail operations experience. Excellent verbal and written communication skills are needed. Computer proficiency with Microsoft Office and knowledge of basic accounting skills are required. Must have experience in systems, cycle counting and P.O. flow through. Must possess retail and vender savvy and be strong in product development. Attention to detail and excellent organizational skills required. Strong purchasing skills are a must. Employee development/mentoring skills must be strong. A college degree in a related field is preferred.

*This job description represents general duties and is not intended to cover all functions of this position.

****For those interested who meet the basic qualification, please submit a resume to Lisa Whitaker, Human Resources Manager. Telephone: (603) 255-2662. Fax: 603-255-4670. Email: lwhitaker@thebalsams.com**