



For our Store in Milan, we are looking for you as an experienced and dynamic

### **Store Manager (f/m/d)**

|              |                               |
|--------------|-------------------------------|
| Reporting to | Head of Retail/Retail Manager |
| Hours        | 40                            |
| Location     | Leica Store Milan             |

#### **ABOUT THE ROLE**

As the Store Manager, you are responsible for proactively managing the Store performance by leading and motivating the team to achieve budgetary success and setting high standards of store presentation and service levels.

The standards of the store team, their performance, the service and experience they provide to the customer, together with the results they achieve are all down to your excellent management skills as the Store Manager.

#### **KEY ACCOUNTABILITIES:**

##### **Sales and Service**

- Lead the team to achieve store goals by positively communicating sales and service targets as well as results on a daily basis in morning briefings and providing updates during the day - ensure that the team members understand their collective and individual roles in delivering on the store sales and profitability targets.
- Provide in depth KPI analysis and take corrective measures where necessary.
- Lead local store marketing and customer engagement initiatives to reach out to new and existing customers within our target customer groups, monitoring the success of these in terms of sales generation.
- Foster a culture of sales and service excellence in the team, exemplifying The Leica Way in all customer interactions, making each purchase a memorable experience.
- Act as a role model for the team, personally exemplifying the level of service expected from them at all times.
- Monitor individual performance, carry out sales and service observations, deliver coaching and, where necessary, use performance management to improve results.
- Ensure you are the brand and product expert with a knowledge that is second to none.
- Deal with complaints and customer problems in an effective, pleasant and professional manner, in keeping with our brand values and securing a positive outcome.
- Lead the team to build and develop a commercial client list through excellent customer relations management skills.



## **Stock control, systems and security**

- Monitor performance of products to maximize sales opportunities.
- With the support of the team, evaluate stock levels daily and ensure they do not drop below minimum required quantities.
- Liaise with the Sales Support team and place stock orders promptly to secure product availability at all times.
- Ensure incoming and outgoing stock deliveries are managed in a timely and organized manner and ensure the prompt display, merchandising and promotion of new products.
- Ensure all cash, POS and other systems procedures are strictly adhered to and properly executed by all team members.
- Take ownership and lead on driving improvements across all areas of the store.
- Ensure all staff maintain stockroom standards, returning stock to the correct position and in a saleable condition.
- Ensure inventory and security procedures are followed in order to prevent loss and theft.
- Monitor and deal with any stock level discrepancies and inconsistencies.
- Understand, properly execute and support in the proper execution of all systems, POS procedures and departmental operating procedures.

## **Store operations**

- Manage the store from the front, ensuring daily operations and functions are carried out in line with the Leica policies and procedures.
- Plan and manage staff rotas, including holidays and sickness absence to ensure the store is effectively resourced, sales goals are met and expenses are kept down.
- Ensure optimum floor coverage at all times by consistent control of breaks, lunches and selling support duties.
- Lead the way in departmental briefing meetings and training sessions.
- Allocate daily tasks and responsibilities to the team and ensure these are completed promptly and satisfactorily.
- Ensure Leica standards of merchandising, service and back office activities such as stock, administration and other services are applied and maintained at all times.
- Manage retail (front and back of house) facilities and be the main in-store contact for health and safety.

## **People**

- Motivate and lead a store team of two/three employees
- Ensure all staff adhere to our Brand Values, dress code and company standards.
- Create a culture of continuous learning and improvement within the store team; deliver coaching, training and development as well as performance management if required.
- Supervise the development of the store team to maximum potential. Actively coach the sales team in sales optimization techniques and ensure a training program is in place for these as well as customer service, policies, procedures and product knowledge.
- Ensure each team member has set targets and objectives, a development plan and quarterly review.
- Perform HR procedures such as appraisals, discipline, grievance etc.
- Ensure the compliance of Health and Safety, security and emergency systems and ensure staff capabilities are reviewed on a regular basis.
- Actively liaise, communicate and develop good relationships with key people throughout the business to drive store success.



## **Brand Ambassador**

- A true ambassador for Leica, you are seen as a role model by your team and colleagues across the company with a brand knowledge which is second to none.
- As the "go to" person for the brand themselves, you are required to develop and maintain excellent professional relationships across all areas of the business.
- Represent the brand and network with guests at store events and activities in order to promote Leica's image, brand and products.
- Attend and network at external events to build and develop relationships resulting in increased awareness of Leica activities in (country), increasing traffic to (Store name) and corresponding increase in business.
- Exhibit passion and enthusiasm in all aspects of the role and communicate positively about the brand at all times.

### **YOUR PROFILE:**

- Successfully completed vocational training/Demonstrable skills in the field of retail.
- Several years of retail sales experience (ideally in the premium/luxury segment) in a leadership role.
- Relevant experience in Personnel management and planning.
- Confident management/handling of retail KPIs and reporting.
- High level of enthusiasm and motivation, assertiveness and organizational skills.
- A passion for and knowledge of photography as well as strong technical understanding.
- Eloquent communication skills in Italian, very good knowledge of English.
- Confident and winning appearance as Leica brand ambassador.
- Flexible, independent working style and a team player.
- Confident in dealing with modern media channels and enjoy using them efficiently in everyday operations (Omni-channel Retail).

### **YOUR BENEFITS:**

- Excellent working environment at a world-renowned brand with an own lifestyle.
- Development opportunities with plenty of room for new ideas and the ability to act independently.
- An open and respectful corporate culture.
- A structured onboarding program including participation in the "Welcome to Leica" training provided by Leica Headquarters in Wetzlar
- Participation in further individual development - online and face-to-face training on product and sales methods.

### **APPLICATION AND CONTACT:**

A powerful and sympathetic team with a shared passion for first-class photography awaits you at Leica Camera. Become an active part of it!

Please send your application to [hr.italy@leica-camera.com](mailto:hr.italy@leica-camera.com), including in the subject line the job position you are applying for, indicating your salary expectations and your earliest possible starting date. We look forward to receiving your application.