

ANIÁN Retail Store Manager

Locations: ANIÁN Victoria: 575 Johnson Street, Victoria BC

Hours: Full-time

Reports to: Head of Retail - Heather Holloway

JOIN THE CIRCLE

At ANIÁN we use post-consumer salvaged textiles from landfills and regenerate them back into new items of clothing. This unique circular process allows us to create a clothing line environmentally focused and inspired by the PNW for men and women.

If you're an energetic and environmentally focused individual seeking to work for a like minded company, this is your opportunity to be a part of our growing circular family. At our ANIÁN Victoria retail location we are looking for an entrepreneurial Store Manager to bring leadership and symmetry to our Victoria team.

DISCOVER THE ROLE

As Store Manager, you report directly to the head of retail. The Store Manager will have the opportunity to lead and strategize all aspects of the store operations, sales and team development. Along with growing the ANIÁN community within Victoria. You'll work with the retail store team to provide daily management and to drive positive customer experiences in the shop.

- Natural leader with the ability to develop and inspire the team
- Looking for new ways to build the brand
- Passion for customer service and leadership
- Highly professional and organized self starter
- Excellent interpersonal and communication skills
- Positive and upbeat personality
- Passionate about circular textiles and what ANIÁN embodies
- Highly flexible and able to work well with departments heads and evolving company direction

STORE OPERATIONS

- Strategize, lead, and execute all day to day operations at the ANIÁN Store
- Develop, implement, and maintain in-store merchandising plans to the highest standard
- Oversee all inventory management processes (weekly product replenishment transfers, back stock maintenance, shipping/receiving, inventory counts, exit strategies)
- Strategize and collaborate with the Head of Retail to update and implement retail policies and procedures
- Manage and optimize all store sales
- Prepare and analyze all reports
- Ecomm Order Management, Local Pick Up, store to store transfers where applicable

CUSTOMER SERVICE

- Provide an exceptional customer experience for everyone who visits us at our stores, with a focus on connection & education of ANIÁN and our unique post-consumer textile manufacturing process
- Become an ANIÁN circular product knowledge expert and truly live and breathe the ANIÁN brand
- Be a lead brand ambassador in the local community
- Handle & resolve customer cases according to ANIÁN's values
- Working closely with the Head of Retail on sensitive customer issues and circumstances
- Build long term returning customers with exceptional relationship building through positive store experiences

LEADERSHIP & TEAM

- You first and foremost are a coach for your team. Your job isn't to do it all. You believe in teamwork and you are a coach to unleash your team's full potential
- Lead by example on the sales floor while coaching and developing the team in the moment
- Always be motivating the team to achieve store sales and customer service standards in a productive and non-pressure approach
- Work with department heads to bring all marketing initiatives and campaigns to life
- Provide positive or constructive coaching and feedback to team members with a focus on continuous development
- Hire, train, and develop a high performing team that provides world-class experiences
- Oversee store recruiting, hiring, on-boarding, team development, scheduling, payroll, and performance management

NON-NEGOTIABLES

- 5+ years experience leading teams
- Available to work weekends consistently
- Provides world class customer experiences
- Collaborator
- Solutions focused
- Growth mindset
- Passion and track record for developing people
- Community builder
- Previous experience in fashion/performance apparel industry - an asset

- Ability to positively and full follow all direction and feedback from supervisor without issue
- Ability to always maintain professional relationships with staff and not allow personal relationships to impact your work

WHAT WE DELIVER YOU

- Competitive full-time salary
- Health benefits
- Generous employee discounts
- Clothing allowance
- Growth potential
- Paid time off

BEING PART OF THE CIRCLE

- We strive to be solution focused. As a team we look to find solutions for challenges that we face rather than be in complaint. We are solving for the future in mind
- Personal Responsibility; We as a team take personal responsibility for our actions as well as those of our teams and business.
- Initiative & Proactive; We take initiative to do things before we are asked, we anticipate what is needed and do it.
- We try new things and fail, likely a lot, most importantly we learn from it. As a small company we are always seeing what works and doesn't.
- We are Honest; even when it's hard, we do the right thing, which is likely never the easy thing. Because clear is kind.
- We are professional, yet fun - we handle all our relationships made at work with a lot of fun and friendly vibes. But we also know how to maintain our boundaries and always put the business needs first above our work friendships.
- Relentlessly Prioritize; We know that everything cannot be a priority. Being aware of when to say "yes" and when to say "no"
- Customer Focused; We make decisions with the customer in mind, always.

Pay: \$54,000 - \$68,000 per year - pay is based off experience

Schedule: Tuesday - Saturday weekly

Work location: In person (no remote work available)