



THISTLE & WREN

Position Title: Assistant Manager

Hours Of Work:

This position is an ongoing contracted position. Please refer to your contract for hours. Hours may vary depending on Holidays, Special Events, and business decrease or increase. The role will undergo further development with continued business growth.

General Responsibilities For Sales Associate:

1. Meet monthly sales goals and track statistics
2. Assist with increasing revenue through visual merchandising, attentive customer service, stock management planning (inclusive of holidays and specific themes ie. potty training, farm, denim bar, girl time etc, and ensuring you determine customer needs
3. Strive to increase customer base
4. Stock Management -receive and process
5. Confidently work independently and efficiently in the boutique
6. Work positively and supportively with the clientele in a knowledge driven manner with the ability to determine needs and add onto the sale as per customers verbal and non-verbal cues.
7. Ensure stock is on the floor, replenished and merchandised in an aesthetically pleasing manner
8. Maintain working knowledge of preloved and new physical inventory
9. Strong comprehension of the business model, inclusive of the preloved program, website and business pillars
10. Firm knowledge of all brands carried in the boutique
11. Responsible for training and managing staff
12. Manage customer concerns and community issues as they arise, in conjunction with the owner

Job Summary:

Assistant Manager acts as direct support staff and liaison for the owner/operator of Thistle & Wren. The Assistant Manager delivers accurate product knowledge to customers while ensuring the boutique is running at its highest capacity. The Assistant Manager acts in accordance with Thistle & Wren's policies and procedures as well as within the requirements of the business.

Areas Of Responsibility:

Administration

- Assist with inventory control
- Receive, count, assess and upload stock into shopify
- Barcoding stock
- Assisting with customer concerns as they arise
- Comprehensive understanding of our software platforms and website
- Maintains professionalism in the workplace, including but not limited to: arriving prepared to work and on time, ensuring conversation is professional, self starting and adhere to the staff handbook
- Understands the importance of excellent customer service and applies that to each interaction while maintaining sales goals
- Ensure preloved processes are followed accurately
- Ensure accurate inventory on Shopify
- Adhere to the procedures for sale items and markdowns
- Communicate with fellow staff members and owner/operator in a timely and respectful fashion
- Able to process and package orders correctly
- Able to manage finances
- Adheres to business confidentiality (contracts, business practices and financial information)
- Ensures the store is dusted, swept, clean and tidy

Other duties as assigned