

# Store Experience Manager

*Austin, Texas*

You are the upbeat and personable member of your crew and love making people feel great. You love the idea of being empowered to run a store and a team to build your own successful business. You are responsible with a capital "R" and will do what needs to be done to make something work, be it planning a beautiful window display, running a first class event, or taking out the trash. You know that success is a team game and you are devoted to running a high-achieving and well-bonded crew.

## **What you'll do:**

- Provide front line premium, concierge-level service to our guests
- Recruit, on-board, and retain talent to build a strong, reliable store team
- Increase customer retention by fostering a culture that provides a best-in-class experience and achieving key customer satisfaction goals
- Manage store scheduling, SOPs, and store P&L to achieve KPI targets
- Perform digital customer service functions such as via email, live chat, and phone—store team serves as remote extension of the online experience team when needed
- Ensure that the store team is fluent in product knowledge, visual standards, company history, and brand values for a consistent shopping experience at all times
- Monitor inventory levels and optimize distribution options available
- Implement and maintain best practices to optimize back-of-house and front-of-house operations and best-practices
- Work closely with our internal teams to help identify opportunities, create solutions, and communicate challenges appropriately
- Be entrepreneurial, proactive, and creative to achieve goals and deliver results—outside-the-box thinking is highly encouraged!

## **Who you are:**

- Motivated self starter with a positive can-do attitude
- Articulate and enthusiastic, with a great eye for detail
- Ability to maintain "grace under pressure" mentality in the midst of complex situations; leans into a solution-oriented approach to problem-solving
- Adaptable to an ever-evolving environment
- A multi-tasking ninja with a keen sense for prioritization and organization
- Ability to cultivate and maintain meaningful relationships
- Available to work a flexible, full time schedule; including minimum one weekend day. Schedule will be based on a Tues-Sat week. Available to work evenings, weekends, and holidays.
- Bachelor's Degree preferred
- 4+ years store management experience, preferably in designer or contemporary retail setting
- Excellent written and oral communication skills and writing style
- Knowledge of Google Docs and MS Office

**Who we are:**

Lunya sleepwear helps women sleep better and feel confidently comfortable.

Our small-but-mighty team is smart, creative, passionate, and entrepreneurial-minded, who meet the same superior standards we set for our products. We're a young company so nothing is above or below you. Our company culture is special and unique—you'll dig it, we promise.

**Please send resume and cover letter to our Director of Retail Kristin Kachmarski—  
kkachmarski@lunya.co**