

Store Experience Manager

San Francisco, California

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**