

MODERN CITIZEN

Modern Citizen is a destination for considered fashion with a luxury sensibility – made versatile, accessible, and modern. Our brand’s hallmark is a refined perspective and elevated aesthetic, paired back to a thoughtful price point balancing quality and accessibility.

We’re digitally native and are utilizing the efficiencies of a direct-to-consumer business model to build a distinctive, beautiful brand – and a best-in-class next generation retailer. We’re incredibly passionate about our community of customers and the brand we’re building. We believe that a successful company starts with a strong and empowered team that shares a growth mindset and an appreciation for details.

DESCRIPTION

The New York Flagship Store Manager oversees all retail store operations at the store, facilitating a best-in-class customer experience. You will report to the Co-CEO / Co-Founder and play a key role in growing the Modern Citizen business and sharing our brand story with new and existing customers. This role requires excellent organizational, managerial, and clienteling skills.

ROLES + RESPONSIBILITIES

- Train and lead the sales team on the retail floor, including maintenance of the store training manual
- Coach, support, and motivate the store team, helping them achieve individual and store-wide goals
- Recruit and hire new store team members proactively
- Interact with customers at the store for an average of 28 hours / week
- Open and/or close the store a minimum of 3 times per week
- Work 5 days per week including at least 1 weekend day per week (Saturday and/or Sunday)
- Partner closely with Modern Citizen’s management team to forecast and deliver financial results, which includes managing the P&L for your store
- Grow our local community through store events and clienteling programs
- Unpack and intake boxes of inventory (boxes can weigh up to 30 lbs)

BACKGROUND + EXPERIENCE

- Bachelor’s degree; 5+ years experience working in retail sales management
- Excellent people management skills including hiring and development
- Passion for fashion and styling with knowledge and empathy for our core customer
- Commitment to growing and fostering our customer base
- Best-in-class leadership abilities, including data-driven decision-making and the ability to inspire
- Highly reliable and accountable for all decisions and results
- Eager and open to giving and receiving feedback; open to learning
- Skilled at multitasking and extremely organized, whether managing the store team’s schedules or keeping the front and back of the store neat and organized
- Excellent interpersonal and written communication skills, especially as it relates to interacting with customers in person as well as through text, email, and phone
- Experience working at an early-stage company is a plus

CULTURE + SOFT SKILLS

- Responsible Mindset - Maintains a positive mindset and attitude when facing adversity, is accountable for individual ownership of all situations, and proactively seeks out solutions and action steps for everything in your control
- Kindness - No matter how stressful the day or the task, always acts from a place of kindness and compassion
- Self-Starter - Is comfortable navigating ambiguity with thoughtful, forward-thinking decision making
- Curiosity - Shows a hunger for knowledge, problem solving, and efficiency
- Resourcefulness - Willing to figure things out and do the unglamorous tasks that help grow the company
- Urgency - Understands what requires swift action and acts accordingly
- Prioritization - Thinks like a business owner and relentlessly prioritizes based on impact to the business
- Flexibility - Able to adjust with the ever-changing priorities that come with running and maintaining a business

COMPENSATION + PERKS

- \$68K - \$78K annual salary (pending experience); bonus eligible
- Full-time position
- Full benefits, including Medical, Dental, and Vision coverage
- Employee discount
- Mission-driven company