

MODERN CITIZEN

Modern Citizen is a destination for the modern woman, with thoughtfully designed and curated fashion and home goods. In our world, luxury is not a price point — our mission is to make modern, refined style accessible without sacrificing quality.

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 for women going places. We're incredibly passionate about our community of customers and the company we're building. We believe that a successful company starts with a strong and empowered team that shares a hustler's mentality and an appreciation for details.

DESCRIPTION

Modern Citizen is looking a responsible Sales Supervisor to help organize and run our flagship San Francisco store and fill in for the Store Manager when needed. Your job will be highly important in ensuring the individual and team sales goals are being met and customers are being met with the highest level of service. Our ideal candidate will have the skillset of a mid-high volume retail manager with a sharp business mindset. You should also be skilled at organizing, clienteling and solving problems. Interpersonal skills will also be very useful, since you'll often be acting as a liaison between managers, employees and customers.

ROLES + RESPONSIBILITIES

- Assist the Retail Store Manager in planning and implementing strategies to attract and delight customers
- Coordinate daily customer service operations (e.g. sales processes, orders and payments)
- Track the progress of weekly, monthly, quarterly and annual objectives
- Monitor and maintain store inventory
- Evaluate employee performance and identify hiring and training needs
- Supervise and motivate staff to perform at their best
- Coach and support new and existing Sales Associates
- Monitor retail operating costs, budgets and resources
- Suggest sales training programs and techniques
- Communicate with clients and evaluate their needs
- Analyze consumer behavior and adjust product positioning
- Handle customer concerns
- Research emerging products and use information to update the store's merchandise
- Create reports, analyze and interpret retail data, like revenues, expenses and competition
- Conduct regular audits to ensure the store is functionable and presentable
- Make sure all employees adhere to company's policies and guidelines
- Act as our store's representative and set an example for our staff

BACKGROUND + EXPERIENCE

- At least 3-4 years in a mid-high volume retail store as a previous luxury sales supervisor or key holder
- Experience with recruiting and performance evaluation processes
- Familiarity with customer service principles
- Ability to recruit, train and develop new and current associates
- Good math skills with the ability to create and analyze reports, spreadsheets and sales statistics
- Proficient user of MS Office (MS Excel in particular)
- Leadership and organizational abilities
- Interpersonal and communication skills
- Problem-solving attitude
- Flexibility to work all shifts and holiday peak period

COMPENSATION + PERKS

- DOE
- Employee discount!
- Flexible time off during non-peak business