



ABOUT US

As the first U.S.-made plant-based braiding hair, we are revolutionizing hair extensions with more comfort and less waste. Made from naturally extracted banana fiber, *braidbetter* is itch-free, non-toxic, and biodegradable after use. We strive for *better* in everything we do by equally prioritizing the well-being of our customers and the environment.

THE ROLE

The General Manager is based in St. Louis, MO, and manages a production team of up to 10 people. The General Manager will be responsible for developing and implementing best practices to monitor safety, productivity, and opportunities for efficiencies. The General Manager will be the main point of contact for all production team members, and serve as a leader throughout the operation. This role is best suited for someone with a background in people management, HR, retail management, or a related field where you enjoy working with and motivating teams. The General Manager possesses the knowledge and experience of setting productivity goals, measuring performance, and holding team members accountable.

The General Manager reports to the CEO.

ESSENTIAL DUTIES & RESPONSIBILITIES

To perform this job successfully, candidates must be able to perform the following satisfactorily:

- Championing and modeling the REBUNDLE mission, vision, and values
- Overseeing day-to-day operations of HQ, including onboarding and training of Production Assistants (PAs)
- Manage production schedule to meet weekly output goals
- Prioritizing and executing product and marketing resets, pricing updates, inventory-related tasks, along with replenishment
- Establishing strong vendor partnerships
- Meeting/exceeding profitability and operational goals
- Forecasting/adjusting payroll to maximize productivity and workload
- Identifying underperforming metrics and generating strategic solutions alongside engineers
- Attracting, hiring, training, coaching, developing, and retaining a diverse team of top talent
- Enhancing associate engagement by building a high-performance environment that inspires and encourages
- Promoting service excellence to leadership by sharing best practices, establishing priorities, and providing support
- Protecting company assets and minimizing loss according to operating procedures, including workplace safety, inventory control
- Tracking inventory from the warehouse to inventory on Shopify
- Supporting process improvement, identifying/implementing Best Practices, and initiating change
- Communicating regularly with leadership to ensure long-term goals are executed



QUALIFICATIONS

To perform this job successfully, the individual must perform each essential duty satisfactorily. The requirements listed below represent the knowledge, skill, and abilities required.

- Qualified candidates will be experience as a retail, warehouse, similar role as a leader who possesses 2-3+ years of demonstrated experience in attracting, developing and motivating top talent in a dynamic, ever-changing environment—leading associates through the change curve while developing collaborative relationships.
- Demonstrated problem-solving, analytical, critical-thinking, and decision-making skills.
- Is collaborative, builds and works with teams, and is a true team player.
- Creative thinker who challenges conventional solutions.
- Demonstrates and promotes ethical and safe behavior.
- Ability to understand cross-functional activities (R&D, manufacturing, shipping/delivery, etc.) and their relation to process improvement initiatives.
- Ability to lead production personnel in process improvement initiatives.
- Ability to motivate and find ways creative ways to incentivize team to boost moral.

PREFERRED QUALIFICATIONS

Nice to haves for candidates

- A people person who can help shape company culture.
- Proven experience in people management and some HR.
- Interpreting employee productivity data, managing timecards, and controlling expenses.
- A proven ability to monitor inventory, achieve operational excellence, and execute operational directives.
- Initiative and follow-through – demonstrated ability to receive basic coaching/direction and execute work assigned accurately and timely.
- Planning and Organization - prioritizes and plans work activities. Sets goals and objectives. Uses time efficiently. Works in an organized manner.
- Communication skills – proven ability to communicate effectively both in writing and verbally.

COMPENSATION

- Competitive salary
- Equity Options
- Medical, dental, vision, and life insurance
- Flexible PTO