

Job Title: Retail Floor Manager

Location: Raleigh NC

Company: NOFO @ The Pig – A quirky combination café, gourmet food market & gift shop

Position Type: Full-Time

#### About Us:

NOFO @ The Pig is a charming and unique gourmet market, gift shop and café dedicated to providing high-quality products and exceptional customer service. Located in the heart of Raleigh's Five Points district, we have been in business since 2001. We take pride in curating a diverse selection of artisanal foods, specialty gifts, and locally sourced goods. We are seeking a dedicated and experienced Retail Floor Manager to lead our team and help create an exceptional shopping experience for our customers.

#### Job Description:

As a Retail Floor Manager at NOFO @ the Pig, you will play a pivotal role in ensuring the smooth operation of our retail shop. You will be responsible for overseeing daily store activities, managing a team of enthusiastic retail associates, and contributing to our overall success.

#### Key Responsibilities:

1. **Team Leadership:** Lead and motivate a team of retail associates, providing guidance, coaching, and training to ensure exceptional customer service.
2. **Customer Experience:** Create a welcoming and enjoyable shopping environment for customers, focusing on personalized service and product knowledge.
3. **Inventory Management:** Monitor and manage inventory levels, restocking, and ensuring product freshness.
4. **Visual Merchandising:** Maintain attractive and visually appealing store displays, ensuring products are organized and effectively showcased, as designed by the display manager.
5. **Sales and Revenue:** Drive sales through effective merchandising, upselling, and promotions while maintaining profitability.
6. **Staff Scheduling:** Create and manage employee schedules, ensuring adequate staffing levels during peak hours and special events.
7. **Quality Control:** Ensure the quality and freshness of products meet our high standards, promptly addressing any issues.

8. Problem Resolution: Address customer inquiries, concerns, and complaints in a professional and timely manner.

Qualifications:

- Previous retail management experience, preferably in a gourmet food or gift shop setting.
- Strong leadership and team-building skills.
- Exceptional interpersonal and communication skills.
- Knowledge of merchandising techniques and visual display principles.
- Excellent organizational and time management abilities.
- Basic computer skills for inventory management and reporting.
- Passion for gourmet foods, artisanal products, and gift items.
- Ability to work flexible hours, including weekends and holidays.

Benefits:

- Competitive salary based on experience.
- Opportunities for growth and advancement.
- Employee discounts on gourmet products, gifts and café food.
- Friendly and supportive work environment.
- Employee discount in café and retail store.

If you are passionate about delivering exceptional customer experiences in a unique and charming retail setting, we invite you to join our team as a Retail Floor Manager at NOFO @ The Pig. Apply today to be part of our mission to provide customers with the finest gourmet products and gifts in Raleigh.

To apply, please submit your resume and a cover letter outlining your qualifications and why you are a great fit for this role to [info@nofo.com](mailto:info@nofo.com).

NOFO @ The Pig is an equal opportunity employer and welcomes candidates from all backgrounds to apply. We appreciate all applications, but only those selected for an interview will be contacted.