

Orling & Wu is the home of contemporary, internationally sourced household goods for everyday living. We believe good design should always be relevant, simple and reliable. Since our inception in 2009, we've appeared in a number of high-profile publications and we partner with reputable Canadian companies. In addition to our household goods, we provide wallpaper, outdoor furniture and lighting design solutions to architects and interior designers in Canada.

Our business is built upon solid values and strong working relationships with people who are passionate, and products that are proven, dependable, well-made and accessible to discerning clientele.

The Position.

Reporting to the Founders, you will manage and be responsible for all aspects of the day to day operations of our two retail stores and work with the Founders to create a strategy for success and development. By setting and holding your team accountable to meaningful and measurable goals, you will produce results that meet or exceed our company goals.

As an authentic role model for performance excellence, you will lead, foster and champion our values and customer experience philosophy. More specifically, you will:

- Assume responsibility for each store's overall organization, tidiness and efficiency
- Manage, prioritize and delegate duties in a consistent, fair and effective manner
- Meet and exceed personal sales goals and hold your team accountable for doing so
- Manage the monthly, quarterly and yearly sales contributions
- Troubleshoot independently in order to minimize costs and shrinkage
- With the goal of optimizing sales, liaise with Buying, Visual Merchandising and Marketing
- Provide and ensure your team provides exceptional customer service
- Facilitate productive weekly group meetings with clear action plans
- Develop, maintain, refine and uphold store operating principles
- Hire, develop, manage and retain an outstanding Sales Team
- Coach, mentor and ensure professional development of your team
- Manage in-store sales, special orders and online orders
- Handle product returns, product defects and customer complaints
- Recommend and facilitate store transfers by monitoring store sell-through
- Recommend and monitor effectiveness of markdowns and promotions
- Manage product card development, purchase orders, order receiving and display prep

YOU. Our Successful Candidate.

You are an authentic, positive manager who fosters and promotes teamwork, ownership and accountability in line with our culture, values and goals. With an entrepreneurial mindset, you are sales-focused, innovative, creative and resourceful with equal abilities to manage and be

enthusiastically hands-on. You are a natural relationship builder, communicator and intentional listener who both provides and receives direct but respectful feedback.

More specifically, you must possess:

- Minimum 5 years' retail management experience
- Bachelor's degree in business, retail management or related field
- Comprehensive knowledge of MS Office, as well as Apple operating systems
- Exceptional accuracy and detail, organization, efficiency and analytical skills
- Proven ability to successfully plan, prioritize, operate and meet deadlines in a high-pace environment
- A creative flair and an interest in design
- Positive attitude and contagious enthusiasm for Orling & Wu, community and people

Your passion for our products and being a direct part of our success is evident and contagious. As a role model, you set the standard for greatness.

What You Get in Return.

We have a small team culture of collaboration, continuous learning, friendliness, integrity, creativity and authenticity. Driven by our passion for design, we encourage all of our employees towards growth and ownership – a role you will play a key part in. You will work in beautiful, positive and highly productive environments in two excellent locations. We offer a competitive salary, benefits and perks.