

# Koskela

## Store Manager

### Mission

This role brings Koskela's Home & Living offering to life in our new store. You will be an ambassador for the brand and its ethical values, model warm and personal customer service, and motivate a team of consultants to drive sales.

<b>Team</b>	Live
<b>Reports to</b>	Leader, Live
<b>Direct Reports</b>	Three full-time Home Consultants

	Employee	Manager
Name		
Signature		
Date		



Purpose

# Designing Good.

Values

- Relationships are key
- Embrace change and growth
- Think like a customer
- Make a difference
- Love what you do
- Don't give up
- Use your imagination
- Deliver world-class products

## How we work together.

Team player	Committed to continuous improvement and develops innovative and creative solutions that add value to Koskela and its customers.
Active participant	Works efficiently and effectively to achieve sustainable excellence.
Ethical	Openly shares knowledge, sets expectations, provides meaningful advice, and gives and receives constructive feedback with all stakeholders.
Diversely collaborative	Initiates, advocates and leverages opportunities to work with a diverse range of individuals and groups internally and externally to benefit Koskela.
Following policies and procedures	Works efficiently and with the ability of following the Koskela values, policies and procedures.
Responsible for product and service quality	Identifies and anticipates the needs of internal and external customers to deliver services that meet and exceed expectations.



## Responsibilities.

- Lead the Home Consultant team in store; setting Team and Individual sales targets, providing training and mentoring, and organising rostering.
- Build close relationships with customers, identify loyal customers, and develop a database to assist with building the sales pipeline.
- Help customers furnish their spaces with pieces they feel connected to, work in the way their household functions and that contribute to making a customer's house feel like their home.
- Model warm and personal service that goes beyond customer expectations.
- Be a product expert, both of Koskela's products and supplier products, ensuring all the Home Consultants are trained.
- Work closely with the Impact team to understand both Koskela's Social Impact and Sustainability initiatives to inform customers of the value of buying Koskela's products.
- Work closely with the First Nations Impact Specialist to have a rich knowledge of the art and art exhibitions, ensuring all the Home Consultants are trained.
- Visually merchandise the store in the Koskela style, creating new displays to align with the marketing calendar and regularly refresh displays to highlight new arrivals and bestsellers.
- Work with the Marketing team on executing any Marketing activations and/or events in store.
- Record insights from customers and share these with the entire team.
- Make suggestions for buying and reordering based on customer insights.
- Work with the Business Analyst and Delivery Driver to ensure effective management of stock between the store and the warehouse.
- Report on stock levels and flag any stock issues, escalate reordering to ensure the store is fully stocked.

## Key working relationships.

Content Marketer role will build relationships with the following:

- Leader, Live
- Home Consultants
- Business Analyst
- Impact Team
- Live Team
- Marketing team



## Education.

*Including Qualifications & Certifications*

Essential

Desirable

Interior Design qualification

## Skills.

Essential

Desirable

- Qualification/Experience in Interior Design or equivalent area and/or
- Similar experience within a Furniture or design business;
- Excellent communication skills – verbal and written;
- Positive and upbeat personality;
- Confident and motivating leader;
- Sales focused;
- and good attention to detail.

## Experience.

Essential

Desirable

Minimum of 3 years' experience managing and motivating a sales team.