



Location: Westfield Century City- 10250 Santa Monica Blvd, Los Angeles, CA 90067

Position: General Manager, Wolf & Shepherd Century City

Reports to: Director of Finance and Operations

Wolf & Shepherd is a fast-growing lifestyle brand on a mission to debunk the myth that classically styled dress shoes can't have modern technology comforts. We have had early success designing and selling our beautiful (and comfortable) dress shoes, and we are continually looking for ways improve and grow.

Wolf & Shepherd is searching for talent to contribute to the future development of our brand. We're looking for someone with passion, creativity, and an entrepreneurial spirit to lead our flagship retail store. As the General Manager of our flagship retail store, you will be responsible for providing exceptional customer service while maximizing revenue within our retail environment.

Responsibilities

In order to be successful, candidates should possess the following:

- Ability to engage with new customers and build immediate and lasting rapport
- Exhibit deep and extensive product knowledge to support all client inquiries, questions, and concerns; maintain consistent awareness of the competition and the Wolf and Shepherd value proposition
- Ability to independently problem solve and resolve customer issues while maintaining a calm composure, even in high stress situations
- Ensure the retail floor is always clean and presentable
- Manage inventory and ensure the retail store is well-stocked at all times; manage cash register and payroll and ensure all cash is properly accounted for

Qualifications:

- Minimum of three (3) years of experience in luxury retail management
- Experience in sales and merchandising
- Computer skills to include operating POS sales (Shopify)
- Strong interpersonal and communications skills both verbal and written, strong independent work ethic, excellent time management skills, organizational abilities
- A positive, outgoing, high energy, entrepreneurial, sales focused and takes full ownership of the store's business at all levels

- College degree or equivalent
- Must be able to lift, carry or otherwise move objects weighing up to 15 pounds when merchandising the sales floor and use ladders or stairs

Compensation:

We are committed to offering our employees a challenging and rewarding work environment, opportunities for growth and development, a customer focused culture, and competitive pay and benefits. Compensation will be commensurate with experience and will include:

- Competitive compensation package (base + bonus)
- Health benefits package
- Flexible vacation
- The latest Wolf & Shepherd gear