



Assistant Store Manager

One Fine Secret

Love natural beauty? Join our friendly and caring team at One Fine Secret, Melbourne's leading clean beauty destination. You'll be located at our iconic flagship store on Chapel Street, South Yarra.

- Be part of the clean beauty revolution with a rewarding career in natural beauty retail
- Competitive remuneration, team member discount, on-going product allowance and bonus incentives
- Extensive training and development opportunities

About the role

The Assistant Store Manager role is an essential part of the One Fine Secret management team, overseeing operations across our retail store. The Assistant Store Manager is responsible for ensuring outstanding customer experience and satisfaction, leading and coaching team members, and achieving operational business strategic objectives. This role includes operations and administrative focused activities.

At One Fine Secret, our passion for clean beauty and creating wonderful customer experiences lies at the heart of everything we do.

This role is ideal if you thrive in a dynamic environment, strive for excellence and are keen to learn and develop.

Almost Full-Time, Tuesday to Saturday work week (36.25 hours per week, 7.25 hrs per day). Must be available on Saturdays.

Flexibility needed with weekends and may have extended hours during peak periods or key promotional times e.g. major events, extended trade.

Key Responsibilities

This role manages our in-store retail operations and also includes duties to assist our online fulfilment team. Your role will primarily include:

Operations

- Partnering with our Operations Manager to manage and support store team members to ensure smooth daily operations
- Support the Operations Manager to co-ordinate tasks effectively amongst retail store team members. Ensuring team members are accountable to results and activities remain on time and within budget.
- Implement the Operations Manager's store vision and goals and assist in ensuring team alignment in achieving these



- Leading by example to achieve outstanding customer satisfaction, through providing exemplary beauty advice and customer service, demonstrating high standards of product knowledge and communication skills
- Providing excellent personalised beauty advice and expert product recommendations both online and in-store, drawing on detailed product knowledge of our dozens of natural beauty brands. This includes beauty consultation bookings in person or online.
- Performing makeup applications and makeup lessons for both makeup bookings and walk-in customers
- Managing the makeup service booking system
- Attending to customer enquiries via email, phone and social media including queries about online orders, skincare and makeup consultations and product tips and recommendations
- Maintaining impeccable store presentation
- Maintaining quality standards for outstanding omnichannel customer experience and store internal processes
- Assisting in maintaining up-to-date training and procedure guides and creating new guides where required
- Assisting with customer service escalations
- Assisting our Operations Manager to manage inventory including effective organisation and stock control
- Assisting our Online Fulfilment Team with online order fulfilment when needed
- Covering team member lunch and rest breaks
- Assistance with preparation and running of in-store events including workshops
- Ensuring OH&S policies and procedures are adhered to for a safe working environment

People Management & Training

- Supporting the Operations Manager in providing guidance and training to team members regarding processes, systems and product knowledge and authorise relevant in-store transactions
- Collaborating with the Operations Manager to lead the continuous growth and development of team members by providing feedback, coaching, mentoring and assistance with performance reviews.
- Assisting with the on-boarding and training of team members
- Assisting with organising and running beauty advisor knowledge-based training sessions

Other - Any other reasonable duties required



As the ideal candidate, you will have:

- Makeup artistry experience and expertise
- Passion for natural cosmetics and developing product knowledge
- Experience using clean beauty personally
- Sales experience, enthusiasm and a flair for building warm rapport and authentic relationships
- Experience or qualifications in the following will be highly regarded:
 - Beauty therapy/cosmetics;
 - Makeup artistry;
 - Naturopathy or wellness; or
 - Natural beauty retail
- A love for keeping up with the latest trends and trying new things
- High energy and enthusiasm, as well as a flair for building warm rapport and authentic relationships
- Excellent leadership and communication skills
- Ability to work collaboratively with a diverse team and build positive, productive and supportive relationships with all team members
- Strategic thinking and problem solving skills, as well as ability to make effective, timely decisions
- A pro-active, agile, mature & professional approach to your role
- Exceptional care, attention to detail and be highly organised
- A learning and growth mindset, desire to strive for excellence
- Management experience in a sales environment
- Exceptional grooming
- Proficiency using computer programs including Word and Excel (essential)
- Touch typing speed of minimum 60 words per minute and above 95% accuracy as a significant amount of your day is computer-based



If you are ready for your next challenge and excited to be an inspirational One Fine Secret brand ambassador, then please forward the following application documents to recruitment@onefines.com:

- **Cover letter** including details on your touch typing ability and speed, and proficiency with Word and Excel programs; and
- **Resume**

Please note that applications missing a cover letter may not be considered. Thanks so much for your interest in this role.

Kayla & John
Founders - One Fine Secret

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