



COLLECTION

LOOK GOOD. LIVE GREAT.

MANAGER IN TRAINING, V COLLECTION
5630 North Main Street
Sylvania, Ohio
419.517.0508

V Collection is seeking an energetic, highly motivated detail-oriented individual with proven sales experience and the ability to effectively connect with others, to join our team as a Manager in Training.

JOB SUMMARY

The Manager In Training is responsible for maintaining the overall store culture and ensuring alignment with the V Brand by overseeing all daily operations, cultivating customer relationships, forging community partnerships, achieving sales goals and implementing processes to improve organizational standards. The Manager In Training works with upper management to develop and implement merchandising, marketing, advertising and financial management and regularly reviews daily, weekly and quarterly financial and sales data, social media metrics and customer feedback to ensure that the store is meeting financial and sales goals and exceeding customer expectations with every experience.

Reports to: Shopkeeper

Status: Full-Time, including weekends and some evenings

RESPONSIBILITIES & DUTIES

Oversight of Daily Operations: Opening and Closing; managing customer appointments, Mastering POS System; ensuring safety and store security; generation and review of reports; store cash controls; inventory management.

Forging and Cultivating Customer Relationships: Engaging with and demonstrating genuine care for customers and clients; Utilizing a variety of methodologies including emails, hand-written notes, telephone calls, face to face interaction, appointments, networking, events, etc. to forge and build authentic relationships with customers which facilitate the highest level of service; Collect and utilize customer information, data and feedback to constantly improve operations, processes and ensure a quality experience.

Forging Community Relationships: Represent V Collection at events and organizations within the community in a manner that is consistent with the V Brand

Achieving Sales Goals: Work with Shopkeeper to set goals and develop sales strategies; track and review sales data; utilize effective strategies to achieve or exceed sales goals.

Implementing Processes to Improve Organizational Standards: Effectively utilize merchandising, marketing, advertising and financial management in order to constantly improve the customer experience.

SKILLS & QUALIFICATIONS

The ideal candidate will possess:

- Excellent communication and relationship skills with a proven ability to forge and cultivate relationships, effectively read people, solve conflict, anticipate customer needs and consistently deliver high quality experiences.
- Extraordinary leadership skills; adept at leading, managing and motivating others
- Proven ability to think on his or her feet and work effectively in high pressure situations
- Creativity and problem solving ability, along with the capacity to work well individually, one-on-one and in groups.
- Self-motivation, focus and enthusiasm along with a high level of confidence
- Strong detail orientation with proven skills in organization, systems implementation and time management.
- 3-5 years of previous customer service experience
- 1-2 years of luxury retail sales experience is preferred

Interested individuals, may submit a CV and cover letter to valentine@vcouture.com