

Head of Retail and Customer Experience

About McMullen

Recognized by *Vogue* as one of the top specialty retailers in the country, McMullen supports global emerging, female, black, and brown designers. The store was the first to introduce now-coveted designers such as Christopher John Rogers, Harwell Godfrey, Khiry, Aisling Camps, and Diotima. Many of them have gone on to become the most sought-after designers in the industry. McMullen has been called the “CFDA good luck charm” because of its founder’s keen eye for discovering new talent.

McMullen was founded in 2007 by Sherri McMullen as a brick-and-mortar boutique in Oakland, CA. The company recently added an e-commerce presence that spans designer clothing, accessories, beauty, and home. McMullen’s vision is to become the next major e-commerce fashion and lifestyle brand, with a focus on diverse designers – we are looking for team members who can help us achieve that vision.

About the role

The Overall position is to ensure that the flagship store and any additional store locations and pop-ups are operating efficiently and achieving the company’s sales goals through best practices, motivation and leadership. The role involves two primary functions –

Retail Sales

- Ensuring that the sales team is set up for success and achieves monthly sales goals.
- Provide incentives for performance
- Ensures that all team members fill out their daily reports
- Manage interns
- Develops team in sales & clienteling
- Hire and develop sales team for Flagship store and any pop-up locations or additional stores
- Approve time tracking in Gusto
- Setting team rest and lunch breaks
- Utilizing Salesforce and Seer for clienteling
- Top client management
- Weekly sales reports, including sales, returns, employee and commission reports

Customer Experience

- Manage Customer experience
 - Chats are answered
 - Hello and Sales emails are answered
 - Manage loyalty program and client relationships
 - Goodie box management. Work with stylists to make sure boxes are sent out timely and appointments are scheduled
- Manage and help with planning all McMullen events

Required skills and qualifications

5+ years management experience in luxury fashion and retail

To apply

Please send a brief cover letter and resume to hello@shopmcmullen.com