

## Assistant Retail Floor Manager

Mercato is a lifestyle institution of Italian food, wine and retail. Our philosophy is simple as it is important, we are devoted to bringing people together to offer the true Italian experience. We saw phenomenal development and diversification in our first 50 years in business marked with celebrations in 2022. We now enter our next chapter of growth and transformation.

### About the role:

Reporting directly to the Retail Floor Manager, the Assistant Retail Floor Manager will bring their hands-on, customer-focused, interactive and professional manner to our retail floor.

### Role objectives & responsibilities:

- Hands-on leader that drives customer interactions and satisfaction to actively grow sales.
- Ensure store presentation and visual merchandise are maintained to the correct standards.
- Support in supervision of the retail team.
- Build on retail-operational excellence and our food and wine offering to circulate hype amongst the team.
- Monitor stock levels, product availability and report on buying trends, customer needs and profits.

### Who we're looking for:

- Passion and knowledge of Italian food and wine preferred.
- Previous exposure to hospitality or retail will be useful.
- Passionate about leveling up the customer experience.
- Ability to work across a 7-day roster.

### What we offer:

- Growth in an ethical, forward-thinking, 50+ year family-owned business.
- A professional yet flexible work/life balance, whilst encouraging our people to adapt their own flair to their role.
- Regular food and wine staff tastings with iconic producers and suppliers.

Please reach out to Julia at [hr@mercato.com.au](mailto:hr@mercato.com.au) with your cover letter and resume!