

L I G H T + B A R K

Candle Co.

Light + Bark Candle Co. is looking for a skilled General Manager!

Who we are

Light + Bark Candle Co. is a local, woman-owned candle company based in Scottsdale, AZ. Our newly expanded 1,900 sf storefront hosts Scottsdale's original make-your-own candle experience, as well as a boutique where we sell our handmade candles and other curated gifts, cards and goodies.

We are passionate about making the highest quality, best smelling candles around and delivering personalized, above and beyond customer service experience while having fun ourselves! We are innovative, authentic, and exude love for our community and mission, which focuses on giving back to local dog rescues and shelters.

What you'll be doing

As the General Manager of Light + Bark Candle Co., you are the first mate of our candle ship – the right hand leading our small but mighty team as we grow, and owning all day-to-day operations of the storefront. You are someone with a genuine passion for customer service, candles, home fragrance, gifting and shopping local. You appreciate community, and authentically exercise compassion. You have curiosity for innovation and growth, and excellent communication and organizational skills. **You thrive in a fast-paced retail environment**, willing and able to deliver above and beyond customer service and create a welcoming and engaging experience for our customers, every single time.

Specifically, you'll be responsible for (but not necessarily limited to)...

- Daily operations of the store, including customer service, sales, inventory management, supply ordering, light merchandising, appointment bookings and store calendar
- Hiring, training and managing our front of house team to ensure a thorough and positive guest experience
- Motivating front of house team to meet sales and customer service goals

L I G H T + B A R K

Candle Co.

- Developing and executing sales strategies to achieve and exceed sales goals, and grow revenue
- Communicating with clients and customers to book private parties, off-site events, special events, etc.
- Fielding general customer inquiries and resolving customer dissatisfactions
- Collaborating with ownership to develop and execute engaging promotional campaigns to drive new and repeat traffic to the store
- Analyzing sales data and customer feedback to identify areas for improvement and make necessary adjustments
- Controlling expenses through the proper use of scheduling, managing inventory, monitoring controllable expenses, and anything that impacts the store's bottom line profit
- Maintaining current knowledge of industry, merchandise, ingredients, store policies, and company information to provide high quality and informed guest service
- Assisting ownership directly with overall organization and calendar management

What we need from you

- Full-time position
- On-location at our storefront in Old Town Scottsdale
- Wednesday through Sunday schedule (when the store is open), with some rotating weekend days and flexibility available
- Occasional additional evening and weekend hours, as dictated by private parties, special events and staffing

What skills + experience you'll bring to us

- Minimum 1+ year experience in a retail management position
- Strong and enthusiastic leadership skills and the ability to develop and motivate a team
- Extreme attention to detail and strong organizational skills
- Must thrive in a fast-paced environment
- Excellent communication, interpersonal and customer service skills

L I G H T + B A R K

Candle Co.

- Proven track record of meeting or exceeding sales targets and driving profitability
- Curious and innovative mindset, keeping on top of industry trends and bringing new ideas to the table
- Knowledge of retail operations, including inventory management, cost control, visual merchandising, and sales analytics
- Ability to work flexible hours, including weekends and some (very limited) holidays
- Degree in business, retail management, service leadership, or a related field is preferred (but not necessarily required)

A couple more things

- Health insurance stipend is offered as needed
- You should love dogs and not be allergic, as we are a dog-friendly store!

Does this describe you? Apply today!

Please email us at hello@lightandbark.com and tell us more about yourself! Resumes are requested. References are welcomed. Creativity is encouraged and enjoyed, so get outside the box! Let us know, in your own style, why you'd like to join our growing local company and help us take it to the next level. We look forward to hearing from you :).

Jenni