

Showroom Manager

At Yardbird, we're not only in the business of selling high quality outdoor furniture. We're also helping to create and deliver the backyard vision. We're a group of hard-working, passionate individuals who aim disrupt the traditional retail and eCommerce outdoor patio furniture industry. From quality to style, we hold ourselves to the highest standards because we want our customers to have the very best.

Our Retail Sales Associates are the front line and must provide excellent customer service and meet sales quotas for our business. Candidates that can enhance customer satisfaction, meet sales goals, and manage staff effectively will thrive. The Showroom Manager will be responsible for maintaining the overall culture of the store and to ensure the staff also represent and embrace the store's culture and goals. Furthermore, they will oversee the operational and organizational standards of the store through the implementation of marketing, advertising, and financial strategies.

Things you should know about working at Yardbird:

- We are all about teamwork! All positions are hands on and we band together when necessary.
- We support each other. We have local and corporate team members to help you along the way.
- We are a relaxed atmosphere, we want you to be yourself.
- We recognize the importance of each and every customer.

You've got to:

- Be a prime example of professionalism, high performance, and positive attitude.
- Set the pace for the team by connecting with customers and speaking to value.
- Lead your team by example, giving feedback and coaching in the moment; you are accountable for all areas of education/guest experience
- Help Sales Associates make the most of their customer interactions by sharing specific tips to improve results.
- You support in leading a profitable store by enrolling the entire team to achieve your sales plan; you utilize company tools to strategically plan sales targets and labor hours.
- Own the selling floor by Meeting sales goals by motivating, mentoring, and providing feedback to sales staff.
- Create and manage employee schedules.
- Take pride in your store's condition and visual merchandising standards.
- Maximize opportunities to grow the business and consistently question what can be done better.
- Ensure high levels of customer satisfaction through exceptional customer service.
- Manage set up, tear down, and scheduling of employees at trade shows and related events.
- Report to leadership team on buying trends and customer needs (customer requests, competitor marketing, etc.)
- Track and implement financial quotas for the store and staff based on the stated financial goals of the business.
- Propose innovative ideas to increase sales and enhance customer experience.
- Evaluate personnel on a monthly basis and replace staff as needed based on performance-based metrics.
- Proactively recruit a diverse team who prioritizes customer connection and provides world-class customer experience; you partner with HR oversee the hiring process, interviews, and education on compensation and benefits.
- Oversee property maintenance (cleanliness, snow removal, mowing/trimming of grass, HVAC, etc.).

- Interact with staff and customers to tackle any customer complaints.
- Prepare promotional materials and displays.

We want you to join the flock if you can check most of these boxes:

- At least one year of retail sales experience
- People skills with the ability to lead and motivate a team
- Ability to work in high-pressure situations and to “think on your feet”
- Excellent organizational and time management skills
- Be able to read and understand sales data
- Successful experience as a retail manager
- Degree in Business Administration or relevant field

We thank all applicants for their interest, however, only those selected for interview based upon experience will be directly contacted.