

Job Title: Store Manager

Reports to: Managing Director

Job Summary:

Hurley's is seeking a dynamic Grocery Store Manager to lead our store operations effectively. This individual will be responsible for managing daily store activities, enhancing customer satisfaction, driving sales, and ensuring profitability. The successful candidate will have a robust background in retail management and a proven track record of meeting high performance standards.

Key Responsibilities:

- Operational Management: Direct the daily operations of the store, ensuring that all policies and procedures are followed. Develop and implement strategies to enhance customer service, increase store sales, and ensure operational efficiency.
- Team Leadership: Manage store staff by scheduling, assigning duties, and following up on work results. Recruit, select, orient, and train new employees. Provide ongoing coaching and development, and conduct performance appraisals to build a high-performing team.
- Financial Oversight: Prepare the annual budget, schedule expenditures, analyze variances, and initiate corrective actions to achieve financial objectives. Ensure effective pricing policies are in place to drive sales and profitability.
- Customer Relationship Management: Establish and maintain rapport with current and potential customers to identify service requirements. Ensure high levels of customer satisfaction through excellent service delivery.
- Inventory and Merchandising: Oversee inventory levels and approve contracts to ensure the availability of merchandise. Ensure all products are effectively displayed to maximize sales and profitability.
- Management of Hurley's Rewards Program: Oversee the Hurley's Rewards Program to drive customer engagement, loyalty, and repeat purchases. Manage the program's daily operations, track performance metrics, and coordinate with department managers and marketing to implement promotions and personalized offers. Continuously refining the program based on customer feedback and sales data to maximize value for both customers and the store.
- Innovation and Reporting: Propose innovative ideas to increase store traffic and market share. Regularly report on buying trends, customer needs, and financial performance to top management.

- Compliance and Standards: Ensure the store meets the expected operational and visual merchandising standards. Complete store administration and ensure compliance with policies and procedures.

- Conflict Resolution: Handle and resolve any issues arising from staff or customers, including complaints and grievances, to maintain a positive store environment.

Requirements:

- Bachelor's degree in Business Administration, Retail Management, or a relevant field.

- At least 5 years of successful experience in grocery store management or a similar retail management role.

- Strong leadership skills with the ability to manage and motivate a team effectively.

- Excellent organizational, communication, and interpersonal skills.

- Demonstrated ability to formulate and adjust business strategies to meet changing market and company needs.

- Familiarity with industry's best practices and a personal commitment to high performance.