

customer experience Mgr

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Company: Michaels Stores

Location: United States

Category: other-general

customer experience Mgr page is loaded \*\*customer experience Mgr\*\*\*\*customer experience Mgr\*\*locationsShakopee-8051 Old Carriage Ct time typePart time posted onPosted Today job requisition idR00116582 Store - MSP-SHAKOPEE, MN\*\*We're here for the Makers! Come be a part of the team where innovation and teamwork come together to support the most exciting missions in the world!\*\* \*\*Michaels is an Equal Opportunity Employer. We are here for all Team Members and all Makers to create, innovate and be better together.\*\* \*\*Deliver a customer centric shopping experience by managing and delivering effective front-end operations and expectations. Lead the omni channel processes. Maintain store recovery standards to deliver our Brand Promises. Deliver friendly customer service.\*\* \*\*Major Activities\*\* \*\* Assist Store Manager in leading and managing adherence to Standard Operating Procedures (SOPs) and Company programs to ensure compliance to applicable laws and requirements; ensure execution of Company policies and standards; hold team accountable for store conditions and results\* Ensure all front end policies and procedures are followed; achieve your KPIs and manage your team to achieve their role KPIs\* Plan and lead the execution of the class and in-store events in accordance with Company program\* Lead the Omni channel processes\* Manage and execute shrink and safety programs\* Train, observe and coach customer experience team (sales floor and cashier) to achieve results, participate in the performance management process; support Talent Development of your team; utilize the leadership competencies for continued self-development\* Serve as Manager on Duty (MOD)

\* Interacts with others in an accepting and respectful manner; remains positive and respectful, even in difficult situations; promotes commitment to the organizations vision and

values; projects a positive image and serves as a role model for others\* Acknowledge customers, help locate product and provide solutions \* Participate in the truck un-load and stocking processes to ensure truck standards are followed and completed within budget\* Manage and execute the shrink and safety programs\* Cross trained in Custom Framing selling and production \* Other duties as assigned \*\*Minimum Education\*\* must be at least 18 years of age\*\*Preferred Type of experience the job requires\*\* Retail management experience preferred\*\*Applicants in the U.S. and Canada must satisfy federal, state, provincial and local legal requirements of the job.\*\*

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