

District Manager, South Florida and Puerto Rico - Tommy Hilfiger

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District Sales Managers lead the effort to exceed expectations, provide exceptional service and display passion for our brand. They are responsible for conducting strategic business analysis and driving their store teams to deliver top/bottom line sales results. District Sales Managers ensure consistent visual and operational standards across all their stores. They are responsible for recruitment, talent development, and performance management in their district.

The ideal candidate will be based in Miami; bilingual in English and Spanish is a plus.

Responsibilities:

Develop Store Managers and or Market or Area Managers to accomplish district's objectives through recruitment, selection, coaching, career and succession pathing, retention and motivation

Ensure attainment of sales, payroll, operating expenses and inventory shortage goals for district

Meet or exceeds customer service objectives with emphasis on store team coaching and follow-up

Ensure that merchandise is maintained to company standard, with emphasis on allocation, presentation, restocking and recovery

Act as a liaison between stores and corporate office

Help to set priorities and direction for district

Understand TH culture, ensures compliance with the brands core values, operational standards as well as TH's mission, vision, and strategic priorities

Additional responsibilities as assigned by Zone VP

People Responsibilities:

Ensure TH customer service standards are being met and modeled

Adhere to Human Resources standards following general practices, minimizing exceptions and remaining objective

Recruit, selects, hires and develops diverse management level talent for the district

Fill open positions with qualified candidates utilizing 30 days as goal and maintaining a talent pool

Assess, develops, educates, mentors and provides timely feedback and coaching on a regular and consistent basis

Hold teams accountable for achievement of results

Manage conflict

Empower and involves team in decision making process while guiding process

Receptive to feedback and fosters dialogue around solutions

Lead by taking calculated risks and manages through change and adversity

Maintain confidentiality and meets own commitments

Revenue Generation Responsibilities:

Share vision and plans execution of districts strategy in alignment with corporate, zone and regional initiatives

Is responsible for setting and attaining district sales and expense management goals

Responsible for meeting payroll goals

Drive quantifiable performance (LY, Plan, UPT, Conversion, Leverage, Inventory Internal and External Operational Assessments)

Educate store teams on reports, analysis of business trends and inventory opportunities

Analyze business reports consistently and develop strategy to maximize financial performance

Operational Responsibilities:

Prioritize workflow through successful planning and time management

Understand and comply with all company policy, procedures and operations

Maintain the highest level of security and safety awareness within the stores

Responsible for maintenance of the physical appearance and cleanliness of stores within district

Recognize problems, analyze causes, and generate alternatives and solutions

Adhere to deadlines; conducts pilots and provides pertinent feedback when necessary

Track and check for compliance of all company assigned training within the district

Recommend ideas to improve standards and processes

Demonstrate ability to convey company expectations

Visual, Brand and Product Management Responsibilities:

Ensure execution of all pricing strategies to achieve gross margin goals

Ensure that all stores in the district are merchandised according to visual guidelines; understands and holds teams accountable to the standards that are outlined by the store concept and the VMCS

Educate the team on assessing visual directives and substituting product as needed; coaches teams to drive sales opportunities through adjustments to product placement

Communicate observations and opportunities regarding quality control through proper channels

Partner when necessary to manage store inventories

Ensure timely planning and execution of store seasonal concept

Ensure all managers can clearly articulate the company's brand positioning

Ask probing questions

Requirements:

Human Resources:

Proven ability to network and maintain talent pool for recruitment; select and develop store management teams; develop bench strength; coach and counsel; persuasively argue a point of view without losing objectivity

Customer Service:

Ability to function as a role model during all store visits, ensuring that the customer remains the top priority; ability to respond in an empathetic way when dealing with customer complaints or needs

Organization:

Ability to organize, delegate, prioritize, meet deadlines, hold team accountable and follow-up on all activities within the district

Leadership:

Proven ability to challenge and motivate management teams in an atmosphere of mutual respect by supporting TH brand core values

Merchandising:

Knowledge of visual standards and techniques; ability to implement and interpret according to store floor concept and VMCS principles and standards. Able to individualize for stores as needed

Communication:

Demonstration of strong verbal and written communication skills to corporate and direct reports; ability to express and logically articulate point of view while reinforcing company initiatives and values

Business Analysis:

Ability to analyze business trends and function within payroll, shortage and controllable expenses to maximize district performance and profitability

Market Knowledge:

Ability to assess market, share information with corporate and store teams and translate into an impact to overall district business

This position is not eligible for sponsorship.

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