

Loro Piana, Assistant Store Manager - Sawgrass Mills Outlet

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Company: Loro Piana

Location: United States

Category: other-general

Position

General Purpose of the Position:

The Assistant Manager reports directly to the Store Manager and is responsible for assisting the Store Manager in ensuring customer service levels meet and exceed our customer's expectations, and developing and maximizing the client base.

Responsibilities:

Manage the selling environment including the adherence to selling floor assignments and ensuring impeccable customer service

Provide outstanding customer service

Maximize the sales performance of the staff through product knowledge education, coaching selling and clientele skills and reviewing individual transaction statistics on a regular basis

Assist Sales Professionals with the achievement of their individual goals by monitoring the suggestive selling process and providing timely feedback and direction

Ensure that all policies, procedures and operational directives are enforced consistently and effectively by all personnel

Lead by example and ensure a respectful selling environment is maintained at all times

Communicate Loro Piana standards and expectations to management team and sales

associates

Maintain Loro Piana standards and hold staff accountable for providing quality customer service and achieving sales goals

Analyze and review sales associates performance

Skills and Abilities Required:

Must present a positive professional and energetic attitude

Must possess a passion for customer service and selling

Strong leadership qualities and the ability to communicate effectively with all levels within the organization and our customer base

Education and Experience Required:

3+ years of work experience in retail sales

Proven ability to motivate a sales force

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