

# MICHAEL KORS

## Job Description Assistant Store Manager

Leading with responsibility for all aspects of the management of the store, the Assistant Store Manager is co-responsible for building and leading a team that is dedicated to driving the business. The Assistant Store Manager is also co-responsible for meeting all operational budgets and developing and maintaining a proactive business plan in collaboration with the Management Team.

### Major Responsibilities include but are not limited to:

#### People

- Inspire, lead and coach the store team to create a culture of performance delivery and accountability.
- Support recruitment of top talent, training and developing staff to build a team of true Jet Set Ambassadors
- Drive team retention, ensuring actionable Talent and Succession plans are in place
- Support, implement and provide follow-up for all training and onboarding for new joiners
- As part of the management team, take accountability for the regular evaluation of the performance of each Jet Set Ambassador providing feedback and coaching
- Ensure image and grooming standards are aligned with brand policy
- Collaborate with retail partners on sales strategies, product knowledge, brand standards and selling service
- Practice and role model the company behaviors, ensuring effective use of the behavior tool kit

#### Service

- Lead the team of Jet Set Ambassadors to ensure they are prioritizing exceptional customer experiences to drive loyalty and repeat business.
- Ensure Jet Set Ambassadors maintain client communication through utilizing all available clienteling apps
- Proactively manage client database and utilize information to increase sales
- Maintain floor presence and lead by example
- Provide coaching and support to assist Jet Set Ambassadors in resolving customer service issues, empowering the teams to make decisions in the customer's best interest
- Ensure to add additional revenue through local customer events in collaboration with management team

#### Sales

- Meet and exceed sales goals holding self and team accountable for the results
- Analyze reports, and develop action plans to ensure expectations are met or exceeded
- Track and communicate business results and opportunities, driving sales and product knowledge
- Ensure sales and unit goals are set for Jet Set Ambassadors and communicated to ensure understanding

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### Operations

- Ensure store maintenance and auditing programme is aligned to Brand standards
- Ensure integrity of Inventory Control through bi-annual inventories
- Ensure loss prevention is a key priority, assuming responsibility for taking quick action on early indications of any loss, collaborating with LPRM
- Collaborate with Store Manager and DVM to implement and maintain all visual merchandising directives and ensure execution of effective strategies
- Partner with logistics and product teams to ensure appropriate assortment for the store, using product tools effectively to maintain size and style integrity.
- Ensure all the Company Communication Platforms are used effectively, and relevant actions taken.

### Job Requirements:

- Relevant proven retail and management experience with a fast-paced retailer
- Able to work and to collaborate as a charismatic and inspirational leader
- Technology proficient, knowledge and use of leveraging technology to drive sales and customer experience.
- Able to work under pressure and to thrive in a fast-paced, challenging environment
- Excellent organizational, interpersonal and follow-up skills with attention to detail and accuracy
- Proficiency in Retail KPIs and Microsoft Office
- Fluent English

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