

Department Manager H/F - Copenhagen

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Company: Moncler Spa

Location: Copenhagen

Category: other-general

MONCLER is currently looking for **Department Manager** (internally called Client Advisor Manager) to join our team at the **Copenhagen boutique**

Our Client Advisor Managers take on the role of Brand Ambassador. They are responsible for growing their store's sales by providing an exceptional level of service to their clients and managing the operations of their stores efficiently. They recruit, manage, lead and support the development of their teams while working directly with their Store Manager to strategically drive their business.

Responsibilities and tasks :

Ensure the Moncler Sales and Service standards are embodied consistently;

Provide motivation to sales team and lead by example at all times;

Proactively recruit, interview and hire a team that will drive store sales and delivers an elevated level of service while building customer loyalty and developing new customers;

Drive store sales and productivity through key KPI management (store sales, UPT, Conversion, Productivity and Inventory);

Responsible for daily operations ensuring efficiency and protection of company assets through schedule management, inventory management, cash management, shipping and receiving, adhering to business needs and company policies and procedures;

Analyse reports (sell-through and productivity) and work closely with Regional partners to strategically drive and grow business;

Effectively coach and ensure all store staff complies with company initiatives (Training and Selling Programs, CEM, CRM etc.);

Develop team to ensure individual growth, employee engagement and career pathing for future leaders using consistent communication i.e. One to One touch-bases, team meetings, management meetings, Individual development plans;

Adhere to all Company Policy and Procedures;

Understand and proactively respond to the competitive environment, trends and identify future opportunities;

Requirements :

Minimum of 3-5 years Retail Management experience;

Prior experience in luxury retail;

Proven track record of successful sales generation, building clientele and employee development and relations;

Proficient computer knowledge (MS Word, Excel and Outlook);

Ability to communicate with colleagues and customers alike;

Possess strong attention to detail;

Ability to read and analyse sales reports and perform fundamental calculations;

Ability to operate and use all equipment necessary to run the store.

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