

Store Manager

Job Summary

We are looking for an experienced and customer-focused Store Manager to lead our retail store operations. The ideal candidate will be responsible for driving sales, managing store performance, leading and developing the team, ensuring exceptional customer service, and maintaining operational excellence while achieving business targets.

Key Responsibilities

- Manage the overall day-to-day operations of the store.
- Drive sales performance and ensure achievement of monthly and annual business targets.
- Lead, motivate, coach, and develop the store team to deliver excellent customer experiences.
- Monitor store KPIs, analyze sales trends, and implement action plans to improve performance.
- Ensure visual merchandising standards are maintained as per company guidelines.
- Oversee inventory management, stock replenishment, stock audits, and shrinkage control.
- Ensure accurate POS billing, cash handling, and daily store reconciliations.
- Maintain high standards of customer service and promptly resolve customer concerns.
- Ensure compliance with company policies, SOPs, health & safety standards, and operational procedures.
- Coordinate with warehouse, merchandising, HR, and other support teams for smooth store operations.
- Prepare and submit daily, weekly, and monthly operational and sales reports.

Requirements

- Bachelor's degree in any discipline (preferred).
- 5–8 years of experience in retail, with at least 2 years in a supervisory or store management role.
- Strong leadership, communication, and people management skills.
- Good understanding of retail operations, inventory management, and sales planning.
- Experience using POS systems and retail reporting tools.
- Strong problem-solving and decision-making abilities.
- Ability to work flexible shifts, weekends, and holidays as required.