

Store Manager Position

Seeking - Full Time Store Manager

- Do you like making meaningful connections with customers and creating amazing experiences for people?
- Do you like a fast paced environment and problem solving on the fly?
- Are you passionate about living a healthy lifestyle and helping others?
- Do you enjoy coaching and training others to exceed goals and expectations?

Store Manager Position Summary:

Fleet Feet Sports is seeking a highly capable, self-starting leader to be the store manager of Rochester store. Responsible for driving the overall store culture, atmosphere, and customer experience. Lead floor staff in achieving performance objectives through performance measurement tools, defining sales goals, and maintaining the customer service standard. Encourage collaborative communication and staff empowerment.

The primary responsibility of this role is to grow the business, developing a sales team capable of Raving Fans customer service and positively impact the surrounding community.

The store manager is responsible for all aspects of the store operations and for the strategy and development of their people and communities. Reports to General Manager

Essential Duties:

- Manage FIT staff by utilizing performance measurement tools such as FIT Cards, Customer feedback, performance reviews, and Point-of-Sale data
- Develop a culture of training through on-the-spot coaching and training, online training platforms, and other training/coaching resources
- Lead, motivate, and inspire staff to consistently create exceptional customer experiences
- Keep staff up-to-date with store performance, product launches, events and activities
- Ensure store appearance standards are being met
- Ensure all staff are achieving weekly goals and provide tools, motivation, and coaching as needed
- Supervise and communicate with Shift Leaders, manage performance, policies and procedures; provide clear expectations on store goals and tasks for each day
- Inspire leadership in all staff members by designating specific areas of ownership for each employee
- Create staff schedules based on forecasting and store needs, create and maintain daily deposit records, and assist in sales planning
- Plan and create exceptional, customer-focused store events
- Utilize sales reports to monitor store and individual progress, create action plans for any improvement needed.
- Lead by example to be a problem-solver and to amaze our customers every day

In-store Event Coordination

- Work with Marketing to maintain event calendar
- Own visibility of in-store event calendar to overall staff

Product Knowledge

- Work with Category Specialists to maintain knowledge of new lines and products
- Maintain and continually progress Fitosophy certification for both shoes and sports bras
- Continually advance breadth of knowledge based on various training mechanisms

Category Training

- Work with individual Sales Team Leaders and Staff on maintaining and coordinating ongoing training to the Sales FIT Staff

Development and Supervision of the Sales Team Leaders

- Hire and development a successful sales team
- Own First 90 Day Training Calendar and Benchmarks of all Sales Team Leaders on systems, processes, product knowledge and customer service
- Develop team members to achieve individual, category and store goals
- Manage and deliver Annual Review Processes for Sales Team and Sales Team Leaders

Store Performance

- Deliver performance at or above company set goals for store and specific time periods
- Ensure category level support to enable Sales Team Leaders to achieve individual goals

Raving Fan Customer Service

- Own the customers overall Fleet Feet Sports experience
- Keep entire team up to date on all Fleet Feet Sports customer service training
- Manage the process of delivering Systino Net Promoter Goal and Store Metrics at or above Company Goals and work with the General Manager on developing and implementing improvement programs

Qualifications:

- Previous retail and management experience required.
- Able to motivate a team to meet customer expectations and store goals through excellent communication, both written and verbal.
- Problem-solving skills, swift decision-making, and ability to thrive in a fast-paced environment is vital to success in this position.
- Must be comfortable leading training sessions.
- Must be willing and able to work flexible hours to include weekends and evenings.
- Work in a non-traditional environment and schedule
- Work autonomously
- Ideal candidates will be passionate about Fleet Feet Sports and living a healthy lifestyle.
- Able to inspire others to run, walk and be fit

Compensation/Benefits:

- Commensurate with experience
- \$225/month toward Health Insurance provided the start of the first month after 90 days
- 401k at first enrollment following 6 month anniversary
- Upwards 3 weeks Paid Time Off

If you meet the qualifications above, please send your cover letter, resume and [completed job application](#) to Barb@fleetfeetrochester.com.