



JOB TITLE

Store Manager

JOB DESCRIPTION

The Store Manager is responsible for leading through Global Bikes' mission, vision, and values in order to develop and direct a high performing team that consistently delivers top-line sales growth, customer satisfaction, and engaged employees. This leader will report to the Owner(s) of Global Bikes, will directly partner with the Service Manager, and Retail Operations Manager to support the store as well as company staff and business. The position will work in their primary store location but will be available as needed to support other locations, events, etc. To accommodate their role, the Store Manager will be provided with an email address, system(s) access, and store access.

JOB DUTIES / RESPONSIBILITIES

The Store Manager position will be a full time position with the ability to work a minimum of 40 hours, nights, and weekends. The following list is not all inclusive and the position will require working in a manner as required by business need with the ultimate goal being to produce a successful, productive, and profitable store that can thrive and add value to the Global Bikes community.

Sales Excellence

- Oversee and deliver friendly, professional, accessible, and helpful customer service by maintaining service standards
- Maximize store sales and achieve sales goals
- Maintain personal sales above company average

Profitability

- Oversee the fiscal operations and monitor the financial health of the store
- Manage payroll expenses to ensure profitability
- Monitor productivity and performance of all staff

Customer Experience

- Provide a safe, clean, organized and welcoming environment for customers and staff at all times and in all areas of the store
- Engage customers to seek out feedback and resolve issues to measure service for improved success
- Responsible for pricing of bikes, parts and accessories
- Collaborate with the Marketing team and contribute to executing store events that produce impactful sales results as well as increased community involvement

Leadership

- Ensure all staff have the knowledge, skills, and motivation to meet expectations
- Educate and coach all staff regarding company policies, procedures, programs, and standards
- Continuously search for ways to improve all aspects of the store and the business
- Collaborate with Senior Leadership to develop sales goals, payroll budgets, and resource allocations
- Coordinate and lead regular staff meetings in cooperation with the other Store Managers and Retail Operations Manager

Operational excellence

- Manage daily store operations to ensure process and system excellence with a dedication to completion of assignments and projects
- Ensure staff schedule is maintained to meet business need and goals
- Responsible for ordering of supplies, parts and equipment
- Ensure payroll is submitted to meet staff pay requirements

- Manage daily cash flow and regular deposits
- Maintain an efficient and effective inventory by managing accuracy, shrink, and stock levels

SKILLS & QUALIFICATIONS

The Store Manager operates through a focus on performance, people, and business need. In addition to the attributes listed, this position requires a passion for operational excellence, a drive for results, and the ability to effectively and efficiently lead through unforeseen complexity. On a functional level, the Store Manager will possess the following skills / attributes.

- Intrinsically motivated, positive, and friendly with the ability to work both independently and as a member of a team
- Proven success in retail including positive results in sales, expenses, inventory, and employee engagement metrics
- A leader, partner, and motivator, who thrives off achieving goals and is enthusiastic about mentoring others
- Effective communicator, both verbal and written communication skills, in addition to strong interpersonal skills
- Organized and detail oriented with the ability to manage multiple projects simultaneously
- Proficiency in administering a point of sale system as well as business operations applications
- Proficiency in interpreting and using financial metrics to drive performance
- Knowledge and experience cultivating and maintaining an effective inventory