



JOB DESCRIPTION

Title: Merchandising Manager/Assistant Store Manager

Classification: Exempt

Salary Range: \$45 - \$50K

Original Date: February 2014

Department: Retail

Position Status: Full-Time

Reports to: General Manager of Retail

Date of Review: 2024

Job Objective

Support management team to achieve sales and margin goals by providing leadership that supports the Loveless' Retail Mission Statement and Core Values. Lead by example through motivation, support, and communication with the goal of providing an exceptional and rewarding Loveless experience for our guests. Enhance each guest's experience by fostering friendly, courteous and professional service and an enjoyable shopping environment.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Build strong sales and service relationships with guests through inspiring and motivating the team into action. Set the tone, pace, and consistently role model key sales and service behaviors with every team member creating an optimal guest purchase experience.
- Consistently cultivate an environment of open, authentic dialog with store team, colleagues, and management.
- Drive profitability and promote an entrepreneurial spirit in all aspects of store operations while remaining brand appropriate.
- Proactively manage all aspects of loss prevention to ensure the protection of company assets including cash, merchandise, and company property.
- Support the direction of the brand through merchandise assortments appropriate to store market and promote the use of Product Knowledge as a tool to enhance employee productivity, sales, and service levels.
- Analyze the business to provide specific store trends, assortment needs.
- Communicate the Loveless lifestyle through brand execution, both visual and experiential.
- Ensure merchandising and visual standards are executed to maximize sales while maintaining brand philosophy and direction.
- Maintains proper inventory levels of market products by creating and sending purchase orders according to our needs.
- Responsible for adding new items to system/removing old items to ensure the system is up to date for the most optimal use of our POS systems.
- Physically receives incoming shipments, checks for item discrepancies, damages, etc.
- Organizes and fills products in shops as necessary/works with the store associates to ensure products are properly priced and stored.
- Electronically receives purchase orders in the back of house system to ensure most up to date inventory levels.

- Works with vendors to obtain credit for damages or shortages with incoming orders.
- Works with the accounting department to code and process invoices in a timely manner.
- Checks GL product cost and supply lines and adds them to the COGs report as necessary.
- Physical inventory count monthly.

Note: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Competencies

- Microsoft Office proficient
- Strong leadership and communication skills
- Customer service skills
- Detail oriented
- Flexible
- Reliable and punctual
- Ability to multitask

Supervisory Responsibility

Assist the store manager with hiring and supervising retail employees. Manage customer service performance and filter customer issues as necessary.

Work Environment

The majority of work will be completed indoors with moderate noise levels. At times, work could potentially involve exposure to unusual elements such as extreme temperatures, dust, fumes, smoke, unpleasant odors and/or loud noises.

Physical Demands

The employee is occasionally required to sit; climb or balance; and stoop, kneel, crouch or crawl. The employee must frequently lift or move objects up to 20 pounds and occasionally lift or move objects up to 50 pounds.

Position Type/Expected Hours of Work

This is a full-time, exempt position. Must be able to work nights, weekends, and holidays. Hours will range inside of our operating hours of 8:00am – 8:00pm 7 days a week. Must be able to adapt to a changing schedule as needed.

Education and Experience

- High school diploma or GED required
- Specialty store experience preferred.

Work Authorization

Must be authorized to work in the United States

EEO Statement

The Loveless Cafe LLC is an equal-opportunity employer and is committed to hiring and maintaining a capable and committed workforce. EOE/M/F/D/V