**Barrington Tennis Academy**

**Staff Position Descriptions**

**Manager**

**Job brief**

Experienced Retail Manager oversee the daily operations of the store. You will be the one to ensure smooth running of operations to maximise sales and minimise costs.

The ideal candidate will have experience as a [store manager](https://resources.workable.com/store-manager-job-description) and knowledge of diverse business subjects such as sales, marketing etc. An effective retail manager will also be able to motivate personnel to perform according to their maximum capacity.

The goal is to manage our store in ways that boost revenues and develop the business.

**Responsibilities**

* Organise all store operations and allocate responsibilities to personnel
* Supervise and guide staff towards maximum performance
* Prepare and control the store’s budget aiming for minimum expenditure and efficiency
* Monitor stock levels and purchases and ensure they stay within budget
* Deal with complaints from customers to maintain the store’s reputation
* Inspect the areas in the store and resolve any issues that might arise
* Plan and oversee in-store promotional events or display
* Keep abreast of market trends to determine the need for improvements in the store
* Analyse sales and revenue reports and make forecasts
* Ensure the store fulfils all legal health and safety guidelines

**Requirements**

* Proven experience as retail manager or in other managerial position
* Knowledge of retail management best practices
* Outstanding communication and interpersonal abilities
* Excellent Organising and leadership skills
* Commercial awareness
* Analytical mind and familiarity with data analysis principles
* Excellent knowledge of retail management software (e.g. MS RMS)
* BSc/BA in business administration, sales or relevant field; MSc/MA is desirable

**Store Assistant**

**Stock and Merchandise Sales Floor**

Store Assistants have to coordinate with stock clerks to replenish items on the floor when they get low. This duty can involve lifting and carrying items short distances. In addition to filling the floor, Store Assistants have to keep the floor Organised according to their employer’s visual merchandising standards.

**Process and Receive Shipment**

Store Assistants also help stock clerks process and receive shipments. They use stock scanning guns and inventory software to check in each box, and then they put it in the stock room neatly.

**Perform Store Opening and Closing Tasks**

The store opening and closing process include several small tasks that are completed by Store Assistants. They are responsible for things like washing windows and mirrors, sweeping the sales floor and Organising items on the sales floor based on company standards.

**Provide Customer Service**

Store Assistants act as the sales staff for retail stores. They use communication skills to identify customer needs, and they use their product knowledge to provide solutions. This duty can also include fielding and diffusing customer complaints.

**Facilitate Transactions**

Store Assistants facilitate transactions in a retail environment using point of sale software. This requires basic math and computer skills, as well as good customer service skills.

**Store Assistant Skills**

The role of Store Assistant doesn’t require many technical skills, but it does require a basic familiarity with computers to operate point of sale software. It also requires one to have product knowledge of whatever their store sells to help customers make informed purchasing decisions. Those who succeed in this position thrive in a fast-paced environment and don’t mind multitasking or frequent task-switching. It is a position that takes strong prioritization skills. Besides these qualities, the following skills are needed to get a job as a store assistant.

* Listening actively to customers to identify their needs
* Using specific product knowledge to provide solutions to customers
* Prioritizing tasks to maximise efficiency each work shift
* Organising items on sales floor based on knowledge of company visual standards
* Defusing upset customers using conflict resolution skills