

Store Manager Taipei

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Company: Bulgari S.P.A

Location: Taiwan

Category: other-general

Position

MISSION STATEMENT

- Responsible for the excellent management of the Bulgari store through the achievement of targets and complete store KPIs
- Driving and supporting the sales team as a coach for individual target achievement
- Maintain sound relationship with VIP customers as well as delivering exceptional service and develop new potentials

MAIN RESPONSABILITIES

- Manage the boutique in order to achieve sales objectives and store and service KPI's, ensuring to spend most of the time on the shop floor with sales team and clients
- To actively participate in community events and maintain a visible presence in the community to develop existing and new client base and to project a positive and appealing brand image. Special focus on personal knowledge and relation building and maintaining with top customers
- To assess the store's needs and communicate such needs to the appropriate corporate and local departments
- To monitor and guarantee best product display in the store (windows, counters...) following guidelines and standards
- To ensure the training of sales people to increase technical and product knowledge and developing sales techniques and stock/inventory management. Partner with Sales Trainers

in training definition, implementation plans and follow up

- Be responsible for the store stock, ensuring to efficiently and effectively manage it according to KPI's.
- To actively ensure the application of security, sales and stock processes and procedures
- To resolve client complaints/disputes
- To control and verify alignment to standards of discounts
- To act as an organizational interface towards the Local MKT assuring the implementation of CRM strategies and procedures to enhance the customer base in quality and quantity
- To monitor and provide tools for the sales people to help understand and increase sales performances
- Ensure the participation of the store team to training sessions in order to develop and strengthen their knowledge on different topics (collections, selling techniques, brand and inspiration stories, security...).
- Be responsible for the good maintenance, the safe environment, the good functioning of the store as well as the respect of product assortment and visual merchandising, respect of excellent uniforms and grooming standards
- Ensure a strong knowledge of the relevant markets: competitions, events, product and pricing. Related to their environment (city, street, mall, dept. Store) guarantee profound knowledge on brand locations, events and marketing activities.

Profile

QUALIFICATION, EXPERIENCE & SKILLS REQUIRED :

Education : College graduate or above

Languages : Mandarin and basic command of English

Professional experience & know how :

7-8 years of working experiences in similar position in high-end luxury industry, preferably in J&W category.

Managerial experience with an emphasis on motivating and developing staff at various career levels.

Ability to leverage networks by cultivating key industry related relationships as well as knowledge of local marketing and media.

Ability to think strategically, make sound decisions and put in place the proper business actions

Technical & management skills: Office application, product knowledge, other luxury brand competitors, coaching skills, store procedures and processes, CRM techniques and tools

Personal & interpersonal skills Customer orientation, communication, coaching, negotiation, problem solving

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