



Retail Sales Manager – New York City and Ohio – Flagship Boutique Locations

Position Summary:

A famous Luxury Watch and Jewelry Retailer is seeking a talented Sales Manager for each of their 2 largest locations in New York City and Ohio. In this role, the Sales Manager will provide overall management of the guest experience. The Sales Manager will supervise the sales function to assure the advantages of products and services are appropriately expressed and demonstrated to all guests.

Essential Functions & Areas of Responsibility:

Customer Service – Ensure that Sales Staff always Exceeds the Expectations of each our Guests. Supervise all Sales Associates and assist the team in achieving this #1 Goal. Assure that all aspects of CRM programs are achieved.

Business Goals - Participate in developing and achieving company sales, training, Profit & Loss, and operational goals. Proactively generate ideas to develop business opportunities and maximize sales

Sales & Service Presentations - Direct Staff in offering consistent messaging regarding presentation of products and services offered. The position requires an Omni presence in the showroom, interacting with guests and associates. Direct the activities of sales associates to assure attainment of company goals and objectives

Business Development - Candidate will have the responsibility of creating sales success for the store and associates: while offering an informative, fact filled, and enjoyable shopping experience for the guests.

Special Events - Involved in establishing goals and success for numerous annual Special Events. Lead individual responsible for client outreach for each event. Supervise and Assist in management of the sales and operational aspects of special events.

Store Operations - Manager is responsible that all business and operational rules are followed. Assure inventory and records are maintained in accordance with company guidelines. Supervise team to assure security procedures are known and followed by all associates

Must have Marketplace Knowledge - Manager is to maintain a consistent knowledge of the jewelry marketplace. Share knowledge of industry changes to the sales team. Have awareness of competing companies and possible recruitment opportunities.

Product Knowledge - Personally develop a strong knowledge of the products and services offered.

Training & Associate Development - Candidate must have the skill to lead, develop, motivate and train a sales team. You will be responsible for holding daily preview sales meetings, creative coaching to improve performance, monthly business reviews, along with regular training seminars.

Store Presentation - Responsible for maintaining appropriate, store, product and showroom presentations and assuring high standards of cleanliness are maintained.

Community - Must be currently involved or become part of Business & Community organizations and regularly attend events. Create the awareness within the organization of this important business networking responsibility.

Qualifications - Must have Experience and expertise in luxury diamond, jewelry & Swiss timepiece environments, leading successful teams, developing loyal client bases, and creating sales success.

Education

College degree preferred

GIA certification

To apply, email your CV to Resumes@OmniChannelCareers.com for immediate review.