



Job Description
Retail Manager
Aveda Experience Center – CF Champlain (Dieppe, NB)

Position Purpose: To inspire, motivate, supervise and lead a team of highly talented mission aligned service providers (Retail Advisors) to achieve Experience Center sales goals. Responsible for the overall operation of the Retail Store.

Each Aveda employee will practice an individual commitment to sustainability and environmental responsibility in the workplace. We aim to steer society in a more sustainable direction for our benefit and the benefit of generations to come.

Description of Duties:

Results Orientation:

- Responsible for individual and team results related to Sales, Service and Secret Shop Surveys.
- Communicate with all levels of company stakeholders with regards to store results, events and the team environment
- Develop clear measurable goals and timelines for the team based on individual, team and company goals.
- Follow processes set forth by the company to achieve results and increase team productivity; organize time and work to maximize productivity.
- Create new business-driving modalities for providing products and services to internal and external customers.
- Build relationships with salon/spa partners, utilize salon/spa talent within the Experience Center
- Ensure that sell-through goals are consistently met each period. Communicates individual productivity. Utilize statistics to coach accountability.
- Leadership on the sales floor a minimum of 80% of the work week in order to lead the team in service and sales activities.

Team Development:

- Responsible for supervising all in store employees.
- Ensure the entire team possesses strong product knowledge and completes new hire orientation.
- Communicate and train on new product launches and events.
- Responsible for the ongoing development for each member of the team. This includes daily coaching in the moment and formal monthly touch base sessions with each employee for their continued performance growth.
- Build and nurture relationships with each member of the team.
- Delegate work and projects to recognize and / or strengthen the skills and talents of others.
- Recruit outstanding talent with diverse backgrounds to the brand through ongoing recruitment efforts.
- Address and coach individuals on the team as issues arise relation to performance and adherence to company policies and expectations.
- Respect, value and celebrate the differences in others.
- Ensure all employees are attending all mandatory meetings and educational trainings.

Leadership:

- Adhere to all company policies, procedures and expectations.
- Maintain a cohesive, cooperative environment through team building and motivation.



- Conduct and complete team member reviews on time.
- Provide timely feedback to the team, necessary for their growth and development.
- Display general positive attitude, high energy to team, guests.
- Display reliability by reporting to work on time and ready for work for each scheduled shift.
- Encourage and listen to team member's ideas and suggestions for improving business and results.
- Encourage and support career advancement in the team by developing and coaching their talents.

Operations:

- Plan and initiate monthly business driving events to draw in new and existing guests.
- Execute monthly merchandising initiatives in the store.
- Oversee the yearly inventory and quarterly cycle counts for the store; manage process and report results.
- Oversee and support the Team to ensure a neat, clean and organized selling floor, stock room, and office area.
- Oversee the successful completion of sales audits in the store.
- Creates schedules that best meets the needs of the business and stays within the limits of the payroll budget. Adhere to payroll processing procedures.
- Responsible for the maintenance and cleanliness of the Experience Center (to include office, stockroom, and selling floor).
- Other duties as assigned

Minimum Requirements:

Education:

High school diploma or equivalent, college degree in business or related field preferred. Cosmetology and/ or Esthology license beneficial. Bilingualism would be considered an asset.

Experience:

- Previous customer service experience in a service industry
- 2-3 years previous retail experience preferred
- 2-3 years supervisory experience required
- Previous computer experience working with Microsoft office required
- Previous experience working with retail POS computer software preferred

Others:

- Excellent verbal and written communication skills
- Excellent Organizational Skills
- Ability to attend and satisfactorily complete all company required education is a condition of the job
- Ability to work retail hours including days, nights, weekends, holidays and special events
- Ability to perform physical requirements of the job with or without reasonable accommodation

To apply for this position please send your cover letter and resume to srolfe@avedaatlantic.com by July 3, 2017