



Camera di Commercio Italiana in Cina
中国意大利商会
China-Italy Chamber of Commerce

China-Italy Chamber of Commerce
Beijing Career Day, May 7th, 2017

Job Description

Position: Retail Manager

Place of Work: Beijing/Shanghai

Type of Job:

Industry: Retail

Required Experience: retail management experience, more than 5 years

Salary:

Job Description

- Forge close links with brand partners to ensure the sharing of information in order to improve sales and service to customers.
- Responsible for delivering the Retail skills Programme, championing the highest retail standards and customer service, in order to help tenants to meet their full potential and achieve improvements in sales.
- Manage the customer services operation, including the management of staff rosters, resources and budgets, to ensure the smooth running of the operation and that staff remain productive and efficient.
- Define clear objectives for the Customer Service Advisors and monitor the service provided, ensuring that service level agreements and quality of responses are maintained at the highest levels at all times.
- Provide the Centre Director with all the relevant retail data and performance information to ensure that information remains up to date and accurate, relevant parties are well informed, and business KPIs are met.
- Carry out regular and detailed audits on tenants to ensure they are complying with their lease agreements. Record and communicate findings and enforce company procedure should any compliance issue be breached.
- Provide guidance on visual merchandising for stores, ensuring that consistency and effectiveness are maintained and that aesthetic standards are achieved in line with corporate identity.
- Liaise with relevant retail bodies, such as Trading Standards, Chamber



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of Trade, and the local community, to ensure the company is conducting itself in a legal and responsible manner and Florentia Village is positively promoted at all times.

- Work with centre and Head office teams in order to identify and deliver tenant training to improve performance and conduct induction meetings to ensure stores are aligned with the service standards of Florentia Village.
- In close liaison with tenants, develop and update an annual re-fit plan in order to maintain high standard of stores.
- Complete comparative shop reports on competitors detailing activities, brand mix, promotional offers and price comparisons to aid Florentia Village in remaining competitive in the market.
- Maintain close working relationships with the Florentia Village retail network to identify and drive best practice procedure and process to ensure consistency throughout the centres.
- Recruit, manage, motivate and develop direct reports to ensure that they achieve their potential and that their performance contributes to the achievement of business objectives.

Candidate's Requirements

- Educated to 'A' Level or equivalent (degree preferred)
- Proven retail management experience, ideally at store manager level
- Key account management experience
- Catering/Food experience preferred
- Department store experience preferred
- Coaching skills
- Visual merchandising skills
- Analytical Skills
- IT skills: Intermediate Word, Excel, Outlook and PowerPoint
- Spoken English & Chinese

Note: the form shall be downloaded, filled in and sent back to info@cameraitacina.com by Wednesday April 26th, 2017 6 pm (Beijing Time).