

JOB POSITION: BICYCLE STORE MANAGER

Department: Retail

Location: Munich

Starting data: October 2015

Job Purpose

The Bicycle Store Manager is responsible for managing day-to-day operations of the store and developing sales. This position requires strong leadership skills to train, supervise and lead sales and service staff in providing exceptional and knowledgeable customer service while driving towards the store's performance goals.

As an ambassador of Eataly products and services, the Bicycle Store Manager is responsible for helping to create and maintain quality experiences for each guest that comes to Eataly. Eataly ambassadors are expected to actively engage with guests and spend quality time with each customer.

Job Functions

- Driving Store Performance
- Demonstrate and motivate staff to exceed customer expectations and drive sales performance to the highest level.
- Ensure the store is properly merchandised to plan and present a clean and welcoming appearance.
- Promote the bike Brand mission, values, and standards.
- Implement and monitor store objectives and budget.
- Schedule and maintain appropriate staffing levels.
- Ensure store policies and procedures are adhered to and operations are efficient and safe. Store operational procedures.
- Encourage staff to engage and create a positive atmosphere for Store customers and employees.
- Continually coach staff to improve customer service and sales.
- Works closely with "Bicycle Brand" Training Department to develop solutions for individual needs.

Skills / Requirements

- Five years of retail management experience or a successful track record in Bikes Business
- Exceptional interpersonal and relationship building skills, coupled with strong written and verbal communication skills.
- Knowledge of cycling industry – Required
- Ride on Bikes
- Strong customer service focus.
- Ability to manage, inspire and lead a team.
- Solid understanding of retail merchandising and selling skills.
- Knowledge of computers and technology.
- Excellent organizational and time management skills.
- Dedication to get the job done
- German (mother tongue-fluent), English (business fluent). Italian is a plus.