

# VOLUSPA Store Manager

**About Voluspa:**

An introduction to Voluspa unveils stunning packaging design coupled with rare exotic fragrances, as the brand invites fans to seek everyday chic illumination. Founded in 1999, Voluspa is an industry leading luxury home fragrance brand. Voluspa designs, markets, manufactures, and distributes its products worldwide.

**About our Culture:**

Voluspa attracts the most talented, innovative, and creative minds in the luxury goods industry. We offer a collaborative and family-oriented environment, uncapped growth possibilities, and lucrative benefits focusing on the well-being of every employee.

**The Role:**

This is a key role managing the new Brea location. The store manager will promote a high performing Voluspa store selling culture in order to meet or exceed sales, KPI, and profitability goals for the store. They will promote positive brand interactions with all customers. This unique role offers the opportunity to work with the corporate sales and marketing teams supporting companywide branding initiatives.

**Key Accountabilities:**

- Directly responsible for the Voluspa store achieving or exceeding sales, KPI, and profitability goals by effectively using short and long-term planning and expense controls.
- Demonstrate sales leadership by playing an active role on the sales floor through customer engagement, ensuring the highest level of customer service is provided in accordance with company standards and expectations.
- Recruit, hire, develop and retain results driven Store Associates who achieve or exceed sales and KPI goals on a consistent basis.
- Partnering with Voluspa Corporate to place orders in a timely manner and maintain accurate stock levels.
- Collaborate with multi-level departments on all events, sales, promotions, and launches.
- Ensure that Store Associates perform to the highest levels of customer service standards and expectations.
- Train and communicate current collection knowledge to all associates to ensure the sales team is fully educated on brand pillars and season strategy.
- Develop and manage a bench to ensure maximum Store coverage at all times.

- Positively impact store sales results by analyzing business performance, customer buying habits, and product trends.
- Directly responsible for meeting or exceeding payroll budget goals within store.
- Direct responsibility for the management of the VOLUSPA Loss Prevention Program including educating and training staff, and compliance to company policies and procedures.
- Maintain the highest level of visual merchandising and housekeeping standards for the store.
- Provide senior management with a weekly business recap.
- Identify innovative business opportunities and champion the execution of those that are approved.
- Conduct monthly coaching/counseling sessions with Store Associates to review performance and provide constructive, timely feedback.
- Responsible for ensuring an effective staff schedule according to traffic trends.
- Oversee annual review process for all Store Associates and set annual goals.
- Partnering with the Store Associates to prepare, implement, execute scheduled inventory.
- Ensure proper procedures are being met in regards to cash and credit card processing.
- Perform all other duties as assigned.

#### **Education:**

- Bachelor's degree preferred.

#### **Job Requirements:**

- Outstanding ability to communicate brand message.
- Proven experience in a manager or assistant manager role in a luxury retail environment.
- Clear understanding of the associate scheduling process including payroll management.
- Proven ability to recruit and manage high performing individuals.
- Ability to present information to small groups of people.
- Strong written and verbal communication skills with the ability to communicate and influence at all levels.
- Well-developed organizing, training, and analytical skills.
- Demonstrated ability to sell in diverse world-class customer service environments.
- Outgoing, positive, and energetic personality.
- Ability to work a flexible schedule including evenings, weekends, and holidays.
- Must be able to work on your feet all day.
- Experience using a POS system, Shopify preferred.
- Lift up to 15 lbs. on a regular basis.

#### **Salary:**

- Depends on Experience

**Benefits:**

- Medical, Dental/Ortho, Vision Insurance
- Term Life Insurance
- 401k with matching incentives
- Paid Holidays and Accrued PTO
- Tuition Reimbursement