



Retail Warehouse Outlet Store Manager

Reports to: District Manager

Department: STORES

JOB CODE: 30242

Date: 10/3/2014

Division: Retail

JOB SUMMARY:

Responsible for managing the day-to-day operations and personnel of a warehouse outlet store. Drive top line sales by driving unit sales at a high velocity. Liquidate seasonal, discontinued and "odds and ends" product from other Skechers Concept and Outlet locations through product placement and price management. Assist the retail group by liquidating this product and ensuring the company is able to maintain a fresh inventory position while selling at the best possible price. Responsibilities include recruiting, staffing, developing, training, coaching and supervising employees on best warehouse store processes. Daily operations and warehouse store standards are to be achieved within budgeted goals and expectations. It is a condition of employment that you are flexible with regard to hours and days worked and we may need to increase your hours or to decrease your hours based on the needs of our business.

ESSENTIAL DUTIES & RESPONSIBILITIES

1. Merchandise product by creating impactful, value-driven presentations to drive units and sales at a high velocity (IE: end-caps and floor stacks).
2. Ensure that Warehouse store visual standards are met at all times by ensuring the proper mix and depth in key SKU's. Ensures that price-point drivers are in place to drive unit sales and liquidate product (IE: end caps, floor stacks and hash racks are full and properly maintained to standards).
3. Identify store's needs by using and analyzing vendor sales reports and/or altering sales floor layouts (displays) and making recommendations to DM.
4. Partner with district manager and home office staff to manage clearance product price points for liquidation while maximizing merchandise margins.
5. Execute strong operational efficiencies and standards.
6. Drive unit sales at high velocity by offering value sales-drivers in the best visual placement.
7. Develop business-to-business relationships within the store's vicinity in order to drive sales.
8. Plan, prepare and execute tent sales that drive sales.
9. Manage day-to-day warehouse store operations by ensuring all company policies/procedures are followed and that store wage goals, sales goals, and unit goals as well as operational expenses are controlled or met, as applicable.
10. Fill open-to-hire positions by recruiting and hiring new employees based on warehouse store needs and standards.
11. Recruit staff by using a variety of recruitment strategies (IE: cold calling, building a network to include a talent pool of qualified candidates for future positions).
12. Ensure adequate staffing at all times, by appropriately scheduling staff based on business trend and making any necessary seasonal adjustments, within wage goal/budget.
13. Plan, prepare and execute effective inventory management for large shipments of product. Maintain proper inventory controls; facilitate inventory transaction based on Warehouse store operations manual. Responsible for effectively managing a high-volume of units in order to ensure that shrink goals are achieved consistently and losses are minimized.
14. Plan, prepare and execute store-to-store transfers in a timely and efficient manner.
15. Develop all employees by training them in the following: heavy amounts of stock processing, pricing of boxes, filling and stocking floor racks and back-stock racks, store maintenance, product



- knowledge, product placement, store operations, warehouse merchandising standards, warehouse customer service standards, increasing unit sales and all company policies/procedures.
16. Lead by example and work along-side staff performing work and teaching best practices (IE: shifting bins and walls of product). Expected store manager's physical work load and manual labor to be performed by management may be heavy (warehouse environment).
 17. Responsible for assigned Store exceeding Comp Sales and/or Sales Plan by training and coaching employees to execute operational efficiencies in order to drive-out a high velocity of units via price point. Ensure customer interaction expectations are focused on driving multi-pair sales.
 18. Supervise employees by enforcing policies/procedures by documenting disciplinary actions, performance evaluations, and reporting incidents to human resources and management regarding any violations of company policies/procedures and preparing related documentation.
 19. Find new and exciting ways to attract customers by reviewing promo sign packages and making recommendations to DM.
 20. All employees are required to use ladders as an essential function of this job, as that is part of the daily duties to maintain the store's daily operations and in order to service customers. Therefore, dress code and safety policies must be followed. This is also outlined under the PHYSICAL DEMANDS section of the job description.

ADDITIONAL RESPONSIBILITIES:

Create an exciting, motivated, well-trained staff.

May be assigned to other locations based on business needs.

Effective communication and writing skills required.

Organizational skills and the ability to multi-task are essential.

Create and maintain a fun and exciting store environment (IE: plan fun bounce-houses, clowns, face painters, exciting games, etc.).

Ability to adapt to a fast-paced and ever-changing environment with constant shifting priorities. Ability to complete assigned work, projects and time-lines as expected within this fast, ever-changing environment.

Perform bi-weekly/monthly in-store inventories.

Mentor and develop key performers to be ready for promotion within time-frame establish via succession planning.

SUPERVISORY RESPONSIBILITY:

- Coach, teach and train staff on warehouse store operation and visual standards.
- Present a professional image in appearance, words and action. Demonstrate professionalism and a personable manner which inspires their staff to do the same.
- Train staff on professional image in appearance and conduct.
- Build positive team relations, demonstrate ethical behavior.
- Maintain all safety guidelines.
- Manage all supervisory functions pertaining to warehouse store operating procedures and operations guidelines.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



EXPERIENCE and/or EDUCATION:

- A high school education or greater.
- 3 years minimum retail management experience – footwear background preferred.
- Hands on working knowledge of retail systems, human resources best practices and operations.
- Prefer prior big-box retail experience.
- Must have experience managing large amounts of inventory.
- Proficiency in computers.

LANGUAGE SKILLS:

The manager must have the ability to read and interpret documents such as safety rules, policies/procedures, and operating and maintenance instructions, warehouse store operations guidelines and visual guidelines.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Use suggestive selling skills to build multiple sales.

SUPERVISION:

Direct Supervision

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is occasionally required to remain in a stationary position reaching regularly with hands and arms. The employee constantly positions him/herself, including under counters, fixtures or in storage areas to operate a variety of office machines, such as a cash register, computer, fax machine, calculator, computer printer, etc.; stock merchandise on shelves, counters and tables, set store alarm, open and lock the store, receive merchandise, handle inventory, clean the store, etc. The employee is required to consistently move about inside the store to greet and sell to clients, stock merchandise, inventory; clean the store, etc. and occasionally outside the store to handle other business needs. The person in this position frequently communicates with customers, both in person and over the telephone, to meet, greet, service and to sell products, home office representatives, employees to delegate tasks, the store manager for direction, etc.; must be able to accurately exchange information in these situations. The employee must be able to observe and assess for floor optimization. The employee frequently ascends/descends a ladder or step stool to access shelves, setup advertising displays, arrange merchandise, clean shelves, etc. The employee must regularly lift and or move at least 25 pounds.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those in which the employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



While performing the duties of this job, the employee is exposed to very loud music. The noise level in the work environment is usually very loud.

I have read and understand the job description.

Print Name

Employee Number

Employee Signature

Date