

Retail Manager

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Company: Alice Fashion

Location: Alice Springs

Category: other-general

Retail Manager – Alice Springs – Northern Territory

Who we are:

We are, Alice Fashion Pty Ltd, ABN 45 609 605 110 an established one stop shop for clothing and basic household goods store catering to local communities in the Northern Territory and central Australia. We are located in Alice Springs but expanding fast.

Our product categories have a wide range of Men, Women and Kids wear clothing and basic essential household items like blankets, bedsheets, towels, curtains, electronics, Kitchenware and Toys.

The store holds 150 to 200 different items which also has some everyday use items like sanitary essentials and children's nappies.

Our customer base includes Central Australian locals and people who stay on the station from across the Northern Territory.

Alice Fashion is an approved Department of Human Services business with a Business CRN number. We are one of the few businesses who serve the local aboriginal communities.

The role: Retail Manger

Remuneration: You will be offered a package of \$65,500 to \$70,000 + Superannuation.

The position: This is a fulltime position – no weekend work – you will be required to work 38 hours per week.

You will be responsible for;

Purchasing;

- Negotiate contracts and close agreements to maximise profits in reference to purchase of products/goods

Customer Service and sale of goods includes:

- Serve as the lead point of contact for all customer account management matters
- Build and maintain strong, long-lasting customer relationships.
- Recommend products to customers
- Ensure the timely and successful delivery of our products and solutions according to customer needs and objectives
- Develop trusted advisor relationships with key accounts, customer stakeholders and executive sponsors
- Develop new business with existing clients and/or identify areas of improvement to meet sales quotas
- Manage customer complaints
- Clearly communicate the progress of monthly/quarterly initiatives to internal and external stakeholders

Financial tasks include;

- Forecast and track key account metrics (e.g. quarterly sales results and annual forecasts)
- Prepare reports on account status, store sales and transaction data to management on a daily basis
- Reconciliation of customer's payments on a daily basis from the Department of services Australia business portal to accounting software and to the store's POS systems and upload the payments to their respective accounts.

Stock Control and Range management; Stock take regularly to ensure physical and ERP quantities always match

Manage;

- Stock on hand
- Overstocked items

- Dead Stock
- Oversee unpacking orders and stocking shelves when required
- Ensure that stock is moved from storage areas, and placed on shelves, and ticketing and signage for all merchandise are correct.
- Ensure excess stock is put away neatly and stored in the correct locations.
- Complete stock takes

Promote and advertise goods including;

- Oversee and maintain awareness of in-store promotions and proactively generate customer interest.
- Store presentation and merchandising
- Mystery shopping place and arrange products
- Ensure and oversee preparation, arrangement and display of price tickets and labels correctly
- Oversee shop floor and display areas.
- Implement store promotions.

Staff and Health and Safety

- Train and oversee sales attendants
- Ensure that store and products and placement of products and overall floor is always health and safety compliant.

You will need to have:

- An understanding of POS operating systems, MS office and CRM software.
- Minimum 3 years experience in the position and related formal qualifications are highly desirable.
- Good communication and problem-solving skills
- You must have work rights
- Team player.

What's next:

- To initiate the application process, please submit your CV and cover letter through this portal. Your candidacy will be considered upon completion of this step.

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