

## Store Manager (Murray St)

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Company: Pandora

Location: Perth

Category: other-general

Store Manager, Murray Street Our stores are where we make personal connections with our customers. All around the world, people choose us to celebrate their passions and mark the biggest moments in their lives. And, as part of our brilliant retail team, you'll be there to share their stories and create a memorable experience every single time. Self-expression is at the heart of Pandora. Your brightest ideas will be welcomed and your personality will shine. You'll be encouraged and supported to build your career— in your store, in a head office role and across our global business. There are amazing opportunities to learn and grow here, so come and take yours

**The Role** Reporting to the Regional Sales Manager, the Store Manager at Murray Street is responsible for leading the store through focused ability in coaching, motivating and team goal setting. Aligning with the Assistant Store Manager to deliver expected excellence in store performance, retail store operations and achieving our Pandora business goals. Responsible for positively influencing and delivering sales results

Deliver an exceptional customer experience culture always, by ensuring the Pandora selling style is executed by all team members during every customer interaction Ability to motivate and drive your team to achieve outstanding metrics, both individually and team based Inspiring leadership skills and ability to develop your team Ability to resolve all customer concerns proactively, consistently and professionally Drive Pandora Club membership and customer loyalty through outstanding customer service, amazing customer events and a welcoming atmosphere in your store Ensuring that stock is managed effectively in order to maximise store sales Ability to effectively roster to the needs of the business, recognising the key strengths of your team to achieve maximum productivity Manage the day-to-day store inventory

process by adherence to company policies and procedures Ensure the Pandora 5 Essentials of VM is consistently adhered to within your store Effective communication skills with the ability to adapt style depending on the audience and situation Adhere to company WHS policies and procedures, by both observing and practicing safe work methods About You The ideal candidate will be a highly capable leader who will confidently support their team to provide an unforgettable PANDORA in-store experience. Our store teams are the ambassadors of the PANDORA brand. You have a minimum of 2+ year's experience in managing a high volume store with a minimum turnover of \$2ml + store Experience in leading and developing a large team in a premium retail environment (10 – 20 Brand Ambassadors) Inspirational and motivational leadership style You have experience within a KPI driven environment and understand how to drive these for ongoing growth and success Proven track record of leadership and Coaching of high-performing teams Ability to work with POS systems, Microsoft applications and portable devices Awareness of priority management within a store environment Experience in recruitment, onboarding, and training of all new team members Conducting performance reviews and upskilling team Strong verbal and written communications skills Understanding of profit and loss and the factors that can be influenced at store management level Ability to provide constructive feedback to management Experience in executing company visual merchandising standards We are the largest Jewellery brand in the world and our people are an integral part of our success. Our commitment to unforgettable career progression is just the start. We offer a competitive rewards package that is second to none including: Generous staff discount on all Pandora products A day off on your birthday Jewellery Allowance Opportunities for development Subsidised Health Insurance Retail Bonus Scheme Employee Assistance Program About Pandora Headquartered in Copenhagen, Denmark, Pandora is the world's largest jewelry maker with presence in more than countries across the globe. At Pandora, we give a voice to people's loves. Beloved for our inimitable charm bracelet, Pandora jewelry offers intricate design and craftsmanship, brought to life by the magic of the stories expressed and interpreted by its wearer. Each Pandora piece is hand finished in Thailand in our Gold LEED Certified facilities, using up to 71% recycled metal grains. Looking ahead, Pandora is determined to further reduce its climate footprint by joining the Science Based Targets initiative and by is committed to being carbon neutral and fully circular in production. Whether our ambitious sustainability practices or our support for young voices via our partnership with UNICEF, we are immensely proud of our values. Why Pandora? If you DREAM and DARE to grow as a leader as well as develop

yourself and client groups on a daily basis, if you CARE and appreciate diverse work environments and you DREAM to work in fast paced, innovative and disruptive organization, Pandora is the right place for you! You will enjoy leading a business in a collaborative work culture where you will empower others and seek opportunities to grow the market.

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