



Q U A Y A U S T R A L I A

**POSITION TITLE:** Shop Manager

**REPORTS TO:** District Manager

**DEPARTMENT:** US Retail

**SUPERVISES:** Assistant Manager, Sales Leads, Sales Associates

**EMPLOYMENT TYPE:** Full Time

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**SUMMARY OF POSITION:**

The Shop Manager is responsible for the shop's overall fiscal performance and results. The role drives the business to achieve maximum sales, productivity and profit goals through customer service, operational excellence, leadership, communication, and talent development while supporting the Quay vision and brand. This role is predominantly on the sales floor providing service, interacting with customers and associates.

**PRINCIPLE ACCOUNTABILITIES:**

- Achieving the shop's sales targets by maximizing profits, minimizing costs and managing workforce budgets
- Delivering excellent customer service by example, ensuring highly visible and effective customer service management
- Recruitment, training, developing, and coaching all members of the shop team to ensure high-performance and productivity
- Demonstrates a respect for diversity and flexes managerial style when working with associates of different skills and responsibilities; maintains a positive and healthy workplace
- Ensures store compliance with company policy and procedures, taking a consistent approach with all associates
- Ensures brand image is presented consistent with visual merchandising and service expectations
- Minimizes loss by adhering to all loss prevention procedures, stockroom processing and replenishment procedures, and inventory management processes
- Maintains awareness of market trends in the accessory industry, monitoring activity of local competitors

**Budget Owner:** Yes

**Fiscal Accountabilities:**

Responsible for the Shop's achievement of sales targets including net sales, UPT, ADS and conversion along with managing the entire shop budget, controlling costs, and driving profitability.

**Key Working Relationships:**

This person is required to maintain strong working relationships with the District Manager, other retail Shop Managers, and the entire Shop team

**Required Skills & Experience:**

- Minimum 5 years of supervisory experience (3 or more in a store manager role) in a retail environment or related area
- High School graduate or equivalent; college degree preferred
- Ability to adapt and multi-task in a fast-changing, retail environment
- Ability to develop, motivate staff and others through strong leadership and interpersonal skills
- Strong communication skills, both written and verbal
- Basic computer skills and software proficiency (MS Word, Excel and Outlook preferred)
- Open availability and flexibility to work nights, weekends, store openings and closings according to the needs of the business

**Travel Requirements:**

10% annual average based on new store openings and trainings. Minimal travel based on business needs otherwise.

**Physical Requirements:**

- This position is based in a retail store environment. Requires standing and walking up to 8 hours per shift
- Requires stooping and kneeling to process and place merchandise as well as reaching and pulling to obtain or stock merchandise from storage.
- May be required to climb ladder or stepstool in order to stock and/or acquire merchandise for sale.
- Required to lift items weighing 5 to 25 lbs regularly. In certain circumstances, weights may be higher.
- Required to work an average of 40 hours per week.
- Must be able to perform essential functions (with or without an accommodation) without posing a "direct threat" to the health and safety to self or others.

The Company reserves the right to alter, change, abolish and even combine jobs depending upon changing conditions.

**Please, send your resume to: [astrid.gornes@quay.com](mailto:astrid.gornes@quay.com)**