

Luxury Boutique Manager-Watch and Jewelry (Airport)

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Company: Michael Page

Location: İstanbul

Category: other-general

Monitor and achieve store performance with relevant KPIs

Assist in the selling process

Analyze the business, propose and implement action plans to improve results, generate sales for each product category

Demonstrate sales leadership for staff and set performance targets for team and individual with relevant KPIs

Be aware of local trading environment and its impact on our sales, including competitors' trading activities

Manage and supervise the team in the correct execution of all company operating and stock procedures

Manage customer service quality, to meet client's expectations by offering excellent customer service standards

Develop loyal clients and implement appropriate CRM tools and clienteling actions including in-store events

Act as brand ambassador to strengthen/build relationships with VIP clients

Improve Mystery Shopper Results with action plans

Motivate employees to maximize team spirit, promote teamwork and maintain harmonious staff relations

Work with HR Dept. in recruiting the most qualified applicants to meet the store needs

Identify individual and team training needs to develop Talents and communicate these needs to HR Department

Review and submit sales and operational reports to management in adherence to company's KPIs and policies

Ensure that company standards are applied and maintained all times across the customer service, internal control, VM and back office activities (stocks, administration, etc.)

Array

8 years' watch and jewelery retail experience (preferably in luxury) with at least 3 years in management level

Bachelor's or Master's Degree preferred (at least continuing at university)

Excellent customer relations management skills

Excellent leadership, presentation and communication skills

Sales-driven and able to work under pressure

Strong business sense of retail service, passion in retail operations

Knowledge of computer applications

Good level of English

Our business partner operates 22 luxury Boutiques at the Istanbul International Airport. Working in a leading position among the companies operating in Europe in this context.

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