

Turkey Jobs Expertini®

Store Manager - Istanbul

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Company: Tiffany & Co

Location: Turkey

Category: other-general

Position

Tiffany & Co. is opening doors to talents with strong passion and desire to enter in Tiffany world!

Tiffany & Co... the name instills images of Beauty, Romance and the iconic Blue Box. It is a Symbol of Excellence. For over 180 years, Tiffany has created a legacy of exquisite designs and romantic ideals. Tiffany & Co.'s rich heritage of celebrated artists, historic milestones and magnificent jewelry creates the foundation from which our employees build upon each day. Tiffany employees are passionate, kind and professionally committed. We hold ourselves and our co-workers to very high standards. We continually educate ourselves about new merchandise collections, cultures and the evolving luxury market. Our respect and love for the brand creates a workplace like no other. We expect our employees to deliver the Tiffany Experience to each and every customer and Tiffany is committed to creating an organization that recognizes and rewards excellence in service of this promise. For us, it is a dream to be associated with a company that is forever aligned with exquisite craftsmanship, timeless design and a dedicated commitment to corporate sustainability.

Main Responsibilities:

Retail Excellence– Execute exceptional retail performance to ensure sales and service
Develop & execute an annual sales plan to deliver the store sales target whilst meeting budget
Understand & analyze the business needs, productivity and KPIs and provide business insights
Drive the daily performance animation through effective communication at store and SP level
Lead the execution of retail excellence standards
Partner with key stakeholders

to leverage knowledge of competitor activity and sales opportunities

Operational Excellence – Execute exceptional operational performance to ensure quality and quantity of stock Identify & elevate out of stocks and merchandising needs to drive growth through product assortment and presentation optimization Own compliance of store operations, health and safety, maintenance and store environment

Team leadership and planning– Improve the business value through leading talent/ individuals/ teams and the optimization of resources Align resources to reflect the store needs; traffic, client profile and product potential Conduct daily and monthly team meetings to motivate and engage team

Talent Management– Acquisition, retention, development and engagement of teams and individuals Recruit and develop talent pipeline and build succession plans Build and develop best in class client centric teams, assess team capabilities & build robust development plans Address and action performance management issues in a timely manner through consistent feedback

Client Experience– Elevate in store experience consistently delivering memorable moments Identify and activate new client sources (third party / mall partnerships), with a focus on HNWC Coach and monitor team cultivation practices with CRM Execute events in partnership with PR & gain business alignment with a commercial goal

Client Development– Deepen the relationship with our customers to drive lifetime loyalty and spend Ensure highest levels of in-store luxury experience at all times Manage customers issues / complaints

Required Qualifications:

A minimum of 5-10 years of sales management experience within retail or luxury retail or relevant customer related experience

Proven track record in people management, coaching, customer development, sales generation and achievement of sales results

Flexibility to work in various roles based on business needs (on the sales floor, operations, etc.)

Willingness to work non-traditional business hours including evenings, weekends and holidays

Superior communication skills, both verbal and written, as well as interpersonal skills using positive leadership models

Proven ability to work in a fast-paced, changing environment

Ability to present business strategy to audiences utilizing current technology with strong professional presentation skills

Through professional presence and behaviors, ability to inspire trust, integrity, influence client and staff members

Must have authorization to work in the country where the position is based

Turkish and English speaking abilities are mandatory, a third language is an appreciated plus. an appreciated plus.

Preferred Qualifications:

A college/university degree.

Graduate gemologist degree or previous Gemological Institute of America (GIA) course work is preferred.

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