

Örling & Wu Home Ltd

Assistant Retail Manager

About us:

Örling & Wu is a retailer of contemporary household goods for everyday living. We believe good design should always be relevant, simple and reliable.

Our buying team sources merchandise from coveted producers from all over the world and emerging local talents. The business is built on strong working relationships with people who are honest, and products that are proven dependable and accessible to the discerning clientele.

We consider our people to be a great asset and value individuals of high integrity and good work ethics.

About the role:

We are looking for a result and people driven Assistant Retail Manager to be responsible for assisting the overall store management. The successful candidate will be able to enhance customer experience, meet sales and profitability goals and manage sales team effectively.

About you:

You are people focused, retail savvy and super organized. You'll need great leading skills and good business acumen. You immerse yourself in industry trends and customer needs. And are always proposing innovative ideas to increase market share. If you are passionate about management and are always a shining example of well behavior, enthusiasm and high performance; then we will like to hear from you.

Job Duties & Responsibilities:

- Completes store operational requirements by following up on work results.
- Promotes sales by demonstrating merchandise and products to customers.
- Helps customers by providing information; answering questions; obtaining merchandise requested; completing payment transactions; preparing merchandise for delivery.
- Prepares sales and customer relation reports by analyzing sales information
- Identifying and investigating customer complaints and service suggestions.
- Maintains store staff by selecting, orienting, and training employees
- Maintains store staff job results by coaching and mentoring sales team.
- Identifies current and future customer requirements by establishing rapport with potential and existing customers.
- Ensures availability of merchandise and services.

- Formulates pricing policies by reviewing merchandising activities; Analyzing results and KPI.
- Secures merchandise by implementing security systems and measures.
- Protects employees and customers by providing a safe and clean store environment.
- Maintains operations by enforcing operational, and personnel policies and procedures.
- Contributes to team effort by accomplishing related results as needed.

Job Type: Full-time

Job Location: Vancouver, BC

Required education: Bachelor's

Required experience: Retail Management, Customer Service, Sales: 3 years