

JOB DESCRIPTION

Job title	<i>REGIONAL MANAGER</i>
Reports to	<i>VP of OPERATIONS</i>

OVERVIEW

We are looking for a Retail Leader who is passionate about the customer experience and building winning Teams. This person would play a key role in building out the preeminent and most trusted repair service in North America.

The role is responsible for managing multiple retail locations with accountability for hiring, coaching and developing the Team, Sales results, Expense management, the Customer experience, operational execution and Employee engagement

CHARACTERISTICS AND COMPETENCIES

- Skilled in Performance managing and inspiring individuals to the next level of achievement.
- Proven Team Leadership and Influencing skills. An 'Executor' with the ability to 'move the needle' on Key Performance Criteria.
- A demonstrated aptitude for Technology and knowledge of the Mobile phone industry.
- Profit and Loss statement management expertise and understanding of productivity drivers.
- Strong grasp of Sales Processes, Inventory Management and Ordering processes.
- Analytical and Tactical planning talents. The ability to take a challenge, analyze the data and behaviors and put Team tactics into place to achieve success.
- A positive "can do" attitude, strong communication skills and thrive in a culture of accountability and mutual respect.

RESPONSIBILITIES

- Hiring, coaching, leading and developing a team of Store Managers and Smartphone Technicians.
- Day to day execution of the Company's processes and procedures
- Driving sales and taking a Brand strategy and making it come to life for the customer and employee.
- Manage by store and by Region Budgets and Profit and Loss Statements and achieve key performance criteria targets.
- Manage Inventory and ensure effective ordering.
- Lead a customer centric culture where the customer is at the center of everything we do achieving best in class Net Promoter scores .
- Drive employee engagement through effective leadership and excellent communication.

SALARY AND BENEFITS

- Competitive salary.
- Quarterly Bonus Incentive Plan.
- Benefits after 3 months of service.
- Mileage and cellular reimbursement.

DIRECT REPORTS

- Store Managers in Region
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