

FURLA

SINCE 1927 ITALY

Founded in 1927 in Bologna, Italy, Furla is one of the major players in the worldwide leather goods market, standing for its strictly Made-in-Italy creativity.

The company is present in 100 countries with over 400 single-brand shops situated on the most prestigious international shopping streets, a distribution network with over a thousand official points of sales and important growing channels such as travel retail and e-commerce.

STORE MANAGER

RESPONSIBILITIES:

- *Customer Assistance*
 - Assisting customers
 - Responding and dealing with customer complaints, queries and comments whether in person, by telephone, or via the internet
- *Sales Assistance*
 - Reviewing and devising sales strategies
 - Assisting colleagues in obtaining sales targets
 - Assisting in stock takes, orders and return
 - Liaising where necessary with suppliers and customers
 - Assisting in the promotion of the Furla brand and the store itself
 - Report all sales figures to head office
- *HR and Staff*
 - Assist the HR department with recruitment of staff
 - Supervise and motivate staff
 - Report any staff issues to the HR department without delay
 - Assist the HR and legal department with any issues involving staff and customers
 - Review staff performance and address any day-to-day issues
- *Management of the Store*
 - Ensure that the store is clean and presentable at all times
 - Manage the displays of products
 - Ensure that the stockroom is fully stocked
 - Ensure that the store and staff are fully compliant in relation to health and safety regulations
 - Ensure that the store is secure all times
 - Maintain stock levels
 - Ensure the quality of the supplies and report any issues with the stock to head office
 - Carry out regular inventories on stock
 - Check all orders made and received by the store

REQUIREMENTS:

- Fluency in spoken English is crucial
- Minimum 4 years store manager experience with a proven track record for driving sales and profit results and training and developing a team of individuals
- Personal computer and detailed report analysis
- Strong commercial and customer-oriented mindset
- Proven Brand & products awareness
- Strong clientele background
- Excellent interpersonal and effective communication skills

Please send applications to the following email address: simone.bari@furla.com