



Store Manager - Job Description

Store Manager Job Purpose:

To run and operate a successful retail store. Collaborates with the GM and other managers to achieve goals, policies and procedures set forth by the company. Reports to General Manager.

Store Manager Job Duties:

- Responsible for staff training:
 - 5 Star Customer Service for all customers, co-workers - for all.
 - POS (Lightspeed)
 - Company procedures as well as Store Procedures
 - Stringing techniques
 - Product technologies for equipment in the store, i.e. racquets, shoes, strings, paddles, etc.
- Manages schedules. This includes creating a schedule that reflects the seasonal flow. Help employees manage getting coverage for time off. The store is open 7 days a week, and the manager is responsible for all of them running well. If appropriate staff is not available, the manager is expected to fill the gaps to ensure 5 Star Customer Service. A manager is expected to work at least an average of 40 hours/week.
- Ensures the store is clean and organized - vacuuming, sanitizing, straightening clothes, used racquets, shoes rooms organized, and the entire sales floor is neat and orderly.
- Manages the demo program at your store. This includes making sure there are an appropriate number of demos for the store, making sure the delinquent customers get charged, and tracking down all of the unaccounted for demos. Ensuring staff is trained to sell demos to customers and that all relevant information is captured.
- Processes all incoming packages. This includes unpacking, checking packing-slip for accuracy, tagging, and if necessary, transferring product to appropriate stores.
- Manages store inventory. Keeping track of popular items, and alerting management if necessary items are low in stock (before we are out). This task includes making sure that

Lightspeed reflects the correct quantities. (Perform regular cycle counts on larger categories quarterly, and at least one full store inventory/year).

- Responsible for the hold bin; ensures customers are called, there are adequate notes and nothing is there for too long. Also, responsible for following up on any pending special orders.
- Manages the stringing queue. Making sure due times are being managed and letting whoever is opening the next day what they can expect. If workload requires, coming in early/staying late to ensure customers get the services we promised.
- Organizes team nights. This includes creating conversations that lead to new team nights. Once they are set up, the manager is responsible for making sure the point of contact knows about it, guests are reminded of what to bring, and that there is adequate staffing.
- Other duties as assigned. This is not a comprehensive list, and can be modified at any time by management.

Store Manager Skills and Qualifications:

Leadership Experience, Product Knowledge and Industry Experience, Leadership Skills, Strong Oral and Written Communication Skills, Motivational Skills, Results-Oriented, Employee Training Experience, Interviewing Skills, Sales Skills, Self-Motivation, Strong Relationship Building, Customer Service Skills, Ability to be objective, Problem Solving

Location: Game-Set-Match Las Vegas: 4840 S Apache Rd #100, Las Vegas, NV 89147

Hours: Part-Time or Full-Time (Store hours: 10am-6pm)

Rate: Depending on experience

Apply: Email resume to manager@gamesetmatchinc.com