

Store Manager-Kolkata

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Company: Airtel

Location: India

Category: other-general

Key Deliverables Store Operations & Audit / Compliance:

- Adherence of Store Operations in line with pre-defined SOPs
- Ensure that the look and feel of the store is as per guidelines/standards
- Track efficient Cash handling; prevent shoplifting / ensure safety and security
- Visual merchandising as per plan / guidelines
- Inventory and stock management to prevent stock-outs or excess Inventory
- KPI reporting as per guidelines and on-time Strategic Roll outs

Accountable for clearing store for formal launch as per pre-defined procedure across dimensions (, manpower/ furniture & fittings/ IT/ device inventory)

- Manage closure of current store during refit & conversion

Profitability:

- To achieve the target on conversion from the walk in customers in terms of Sales from new acquisitions & upsell
- To ensure required MIS & tracking at CRO levels
- Manage Store expenses as per plan
- Provide suggestions /feedback to improve store productivity

People Development / Team Management:

- To ensure daily roistering & briefing to outsourced store staff
- Ensure that attrition issues (planned & unplanned) are escalated for timely resolution
- Ensure motivation & development of outsourced store staff

Customer Experience:

- Ensure adherence to CE guidelines
- Manage staff allocation based on demand at point in time
- Personally step in to handle demanding customers
- Provide suggestions for improvements in CE

Function: Sales Reporting To: Zonal Own Retail Manager Job Level: Executive/ Senior Executive Purpose of the Job

Located in the store, this role has direct responsibility for the successful running of the Airtel store. The person will ensure compliance with agreed guidelines to deliver a best in class experience & ensure store revenue & cost targets are met.

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line with pre-defined SOPs • Ensure that the look and feel of the store is as per guidelines/standards • Track efficient Cash handling; prevent shoplifting / ensure safety and security • Visual merchandising as per plan / guidelines • Inventory and stock management to prevent stock-outs or excess Inventory • KPI reporting as per guidelines and on-time Strategic Roll outs: • Accountable for clearing store for formal launch as per pre-defined procedure across dimensions (. manpower/ furniture & fittings/ IT/ device inventory) • Manage closure of current store during refit & conversion Skills Required • High energy • Strong process orientation • Project management skills • Appreciation of need for Customer Experience delivery • Building & nurturing partnerships • Influencing skills Profitability: • To achieve the target on conversion from the walk in customers in terms of Sales from new acquisitions & upsell • To ensure required MIS & tracking at CRO levels • Manage Store expenses are as per plan • Provide suggestions /feedback to improve store productivity People Development / Team Management: • To ensure daily roistering & briefing to outsourced store staff • Ensure that attrition issues (planned & unplanned) are escalated for timely resolution • Ensure motivation & development of outsourced store staff Customer Experience: • Ensure adherence to CE guidelines • Manage staff allocation based on demand at point in time • Personally step in to handle demanding customers • Provide suggestions for improvements in CE Educational Qualifications • Must have: Post-graduation, MBA or equivalent Business Management Diploma Work Experience • Must have: 4-6 years' work experience. At least 2 years in a Retail Business operations role.

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