

Assistant Store Manager

Hours: This is a full-time permanent position, 40 hours per week

Shifts: Full flexibility is required, inclusive of weekdays, evenings and weekends. You will be required to work additional hours as and when the company requires at peak periods such as Christmas, Valentines, Mothers Day etc

Pay: Depending on experience

Job Duties:

- **Day to Day Shop Management:** Responsible for the day to day running of our store ensuring that our high levels of customer service are maintained, retail staff are aware of their duties, answering phone calls & detailing with customer orders and queries, processing online orders and management of our email inboxes and social media accounts
- **Accountability:** Taking accountability to ensure that every customer is happy with the service they received and the product(s) they purchased
- **Managing Customers Experience:** Ensuring that you and our team members have a sound knowledge of all our products and services, making suitable recommendations to our customers based on their needs whether that be flowers or recommending suitable plants for their home based on the information you have acquired through the appropriate probing questions
- **Stock Management:** Maintaining stock levels in the shop, ensuring that the store is fully stocked at all times, working with the manager/owner to ensure that orders are placed in advance to avoid any shortages. Stock rotation and care to avoid losses and maintaining our wastage tracker. Management of our stock levels on our website and adding new products when required
- **Supplier Management:** Checking all new stock upon arrival, ensuring it meets our standards and reporting any damages to our suppliers for credit
- **Wedding/Event Management:** Managing our wedding and event diaries, ensuring that our senior florists are prepped for consultations, organisation of event planner, managing payment schedules and maintaining a relationship with customer throughout the journey of their event with us
- **Corporate Accounts:** Liaising with and managing our corporate partner accounts, ensuring that orders are processed and delivered on time and accounts are kept in good order, recording payments and sending statements
- **Workload Delegation:** Management of florist's workloads ensuring that work is evenly distributed and allocated daily to meet the required turnaround timeframes & priorities for our customers
- **Training:** Training and development of team to ensure they reach their full potential and have a sound knowledge of all our products and services
- **Cash Handling/Reconciliation:** Manage all operational and cash handling, petty cash & till processes ensuring that the till reconciles daily.
- **Bookkeeping:** Managing all incoming purchase invoices within company processes
- **Security:** Maintaining a safe and secure working environment in our store and throughout the building for our staff and customers
- **Complaint Handling:** On the occasion you may receive a customer complaint, you'll be responsible for ensuring that it is dealt with in a professional manner and to the satisfaction of all parties.

Qualifications / Experience:

- Previous management/supervisory experience in a retail environment
- A sound understanding of the floristry industry and a good understanding of indoor plants – Full training will be provided but to be successful in this role you must want to work in this industry and previous experience is preferred.
- Excellent time management, delegation and problem-solving skills with the ability to think fast on your feet
- A customer focused manner prioritising the customer experience at all time
- Excellent communication skills both written and verbal
- A commercial mindset to ensure that costs are controlled and sales targets are achieved
- Competent with cash management procedures
- A positive can-do attitude with a strong enthusiasm for the Memento Brand
- Full Clean UK driving licence preferred