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Showroom Manager

Position details

POSITION TITLE:	Showroom Manager – Jersey
EFFECTIVE DATE:	Asap
PURPOSE OF ROLE:	To manage the Airtel-Vodafone store in St Helier. Setting/achieving sales targets, product selection, stock control, banking/financial control and ensuring high levels of customer service.
LOCATION:	Jersey
NORMAL HOURS and ANNUAL LEAVE:	37.5 hours per week, Monday to Saturday. Days off are determined by the showroom rota. The Showroom Manager is expected to work during some of the late night opening days leading up to Christmas and is occasionally expected to work outside of normal hours to help with promotional events such as exhibitions, shows, festivals and other marketing led initiatives. The Showroom Manager cannot take annual leave during December or the first week in January.
REPORTS TO:	Head of Operations
DIRECT REPORTS:	All Retail Staff Temp promotions staff (as needed)
KEY INTERNAL RELATIONSHIPS:	The Showroom Manager is expected to represent the needs of Airtel-Vodafone's customers in various internal meetings and customer service forums. Close working relationships are required with the Customer Services, Marketing, Finance and HR departments and also with the Guernsey Showroom Manager
KEY EXTERNAL RELATIONSHIPS:	Customers form the bulk of external relationships but it is also necessary to liaise with shop maintenance personnel, IT system specialists and the St Helier Parish authority.

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Key result areas

Performance and progress in the following areas will be a priority for the Showroom Manager. The level of achievement within these areas will be the basis for performance measurement.

- Shop sales/profitability (measured against targets);
- Staff/team management/organisation;
- Customer Service experience for customers visiting the store;
- Resolving complaints and queries caused by shop activities;
- Administration of customer requestes. For example: Customer Account creation/changes; activation of all new mobile connections; tariff changes; Reward & Recognition schemes; Handset repairs.
- Process re-engineering to achieve optimum business efficiency;
- Maintaining adequate supply of store merchandising and ensuring product is displayed properly;
- Product selection and recommendations for stock ordering;
- Stock control;
- Till/EPOS management;
- Cash management and banking;
- Premises appearance/tidiness/safety;
- Creation of statistics to facilitate effective business management
- Analysis of sales data and forecasting/budgeting;
- Supporting marketing led promotions;
- Maintaining strong working relationships with other departments and relevant external parties.

Education & experience

The Showroom Manager will possess the following qualifications and levels of experience:

- Preferably educated to degree level;
- 5 years experience in retail management, preferably in the telecommunications or electronics sector;
- Advanced User of mobile phone applications, Microsoft Excel/Word and email