



JOB DESCRIPTION

JOB TITLE	Assistant Store Manager
DEPARTMENT	Retail
REPORTING TO	Store Manager
LOCATION	Beverly Hills
SALARY	\$50,000 - \$60,000 per annum

COMPANY PROFILE

Orlebar Brown launched in March 2007 as a more tailored approach to men's beach and swim shorts. Based on the traditional pattern of a tailored pair of trousers for men, and with their distinctive side fasteners, they are not just a swim short; they are the original and best shorts you can swim in.

In 2010 we took Orlebar Brown off the beach, out of the pool and into the resort with a range of tees, polos and shirts, and have since then developed the product into a full lifestyle offer including shorts, trousers, sweats, outerwear, knitwear, footwear and accessories.

The brand has rapidly gained global recognition and is sold through multiple channels. Web is the largest channel, delivering to customers globally through www.orlebarbrown.com. The first Orlebar Brown store opened in London in 2011, and there are now seven stores in the UK and six stores in the US, alongside stores managed by franchisees in Australia, France, Dubai, Greece and Kuwait. The brand is sold in the world's best Menswear retailers including Selfridges, Harrods, Mr Porter, Le Bon Marche, Saks 5th Avenue and Holt Renfrew amongst others, as well as through key trend and regional independent menswear stores.

In 2018 Orlebar Brown was acquired by Chanel, with a plan to continue the brand's growth and development internationally and across channels.

We are looking for another strong team player to join us on our journey in establishing Orlebar Brown as the luxury choice lifestyle brand for holiday clothes to wear every day.

THE POSITION

This is a wonderful opportunity for a sales driven person to build on their managerial experience with a fast growing, dynamic business. As an Assistant Store Manager, you will be an ambassador for Orlebar Brown. You will report directly to the Store Manager.

KEY RESPONSIBILITIES

- Achieve and where ever possible exceed in sales to maximize on selling results and key KPI's: Footfall, UPT, Conversion, ATV
- Manage and motivate store staff to deliver the highest level of customer service and as a service ambassador lead the team in terms of selling techniques
- Driving forward sales through a range of initiatives
- Assisting Manager in day-to-day operations

- Building a client base
- Liaising with head of retail and key staff members of the head office team
- Store banking, cashing up, key holder responsibilities
- Ensuring all your staff maintain Orlebar Brown standards
- Maintaining appropriate stock levels in your shop and ensuring the highest standards of housekeeping, cleanliness and merchandising are upheld and aligned with VM guidelines
- Maintaining security of the shop premises, stock and all shop monies
- Completing and submitting all necessary paperwork and reports for Orlebar Brown Head Office when required
- Overseeing with store manager the stock control and stock management
- Overseeing with store manager the daily stock counts and liaise with merchandising at head office for any corrections
- Overseeing the management of the store and team when the store manager is absent
- Managing staff store rota and gaining store managers sign off and approval
- Work with store manager to develop the store sales team and train at local store level
- Support Store Manager to manage daily and weekly admin work loads
- Ensure customer complaints are managed in a sympathetic and timely manner
- Recruit a team and advertise vacancies when they arise and find new personnel – hold first stage interviews with the Store Manager. Hold first stage interviews if your store manager is absent. Then book in second stage interviews with your HOR for them to make the final hiring decision
- Induct new staff at your store and provide product and till training and procedural process focused training

REQUIRED QUALIFICATIONS

- Excellent communication Skills – both verbal and written
- Excellent customer service is a vital part of this job, in terms of demonstration to the team and daily selling activity by you
- Previous minimum experience of supervisor level or an equivalent level of 2 years in retail, ideally from a premium or luxury boutique of 30sqm - 250sqm environment or department store as a department manager or equivalent
- The ability to create and drive sales/footfall during quieter periods
- Experience in building client bases and client books
- Good numerical skills, excel and good verbal written skills are required
- We require good computer skills in excel, power point and word
- Natural planning and organisational skills
- Confident in managing a store team with a head count of 3-8 people
- A real attention to maintaining high standards in store environment and a keen eye for detail
- Self-confident and self-motivated
- A team player who builds a great professional working relationship with their store team, store manager and head of retail
- A natural problem solver, who thinks logically and is not afraid of a challenge
- Someone who enjoys taking ownership of a project and seeing it develop
- A practical multi-tasker, who can focus on the detail whilst never losing sight of the bigger picture
- A self-starter that enjoys being part of a team, but is also happy to work by themselves
- Enthusiastic and enjoy your work
- Able to provide flexibility to the business
- A good communicator who is able to communicate on and at multiple levels

- Able to liaise with key HQ departmental teams to drive the business
- Someone who finds solutions to problems and liaises with the line manager
- Proud to wear the staff uniform and maintain your uniform so you always look on brand

WHAT WE OFFER

- Join a diverse working environment of people who we learn from every day.
- The chance to train and develop your skills in a fun and fast working environment

It's never just a job at Orlebar Brown. It's a way of life. We live and breathe our brand values – Tailored, Vibrant and Brave. Our team define who we are and how we get the job done.

To apply, please contact jobs@orlebarbrown.com with copy of your CV and a friendly introduction.

Direct applications only. Recruitment agencies – thanks for reading, but we've got this one covered!