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Job Description

Role: Store Manager

Location: Mumbai

Reporting to: Area Operations Manager

Direct Reports: Sales Associates and Optometrists

Interactions: Finance & Accounts, Human Capital, Procurement, Warehouse

Roles & Responsibilities: To increase the business by driving sales and customer experience through developing and coaching your team and installing SOPs so that we become a major destination brand and industry leader.

Areas of Responsibility

Finance- Manage and deliver the KPI's – Sales, Shrinkage, Commerciality, Customer Service, Standards

People- Ensure that you have the right people who are sufficiently trained/developed to deliver for our customers. Positively implements and sustains change in all your areas

Customers- Deliver the shopping experience that our customers demand.

Operations- Ensure the smooth operation of your areas

Competencies & Traits

- Influencing Skills
- Problem Solving & Decision Making
- Planning & Organizing
- Project Management with Collaboration and Inclusion
- Communication Skills
- Extroversion & Approachability
- Leadership
- Financial & Business Acumen
- Customer Obsession
- Assertiveness
- Self Motivated & Resilient

- Managing Pressure & Setbacks
- Process Orientation

Person Specifications

- Full Time Postgraduate/ Graduate
- Very strong communication skills-both written and verbal and must be a good orator
- Should have strong basic mathematical skills
- Should have hands on experience working on Microsoft Office-Including Excel, PPT & Word
- Sales orientation

CTC- Fixed- 4.5 LPA & monthly incentives

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