



Floor Manager

Job Description

The Trailhead Floor Manager is an integral and vital part of the leadership of the company. While most of the responsibilities will deal with the customer facing experience on the floor, the Floor Manager will also have responsibility for the day-to-day management of the store in accordance with the overall company policies. The Floor Manager is responsible for the training and disciplining of The Trailhead staff (with the support of the rest of the leadership team). Managing employees requires thorough training and communicating Trailhead policies and expectations to the workers and scheduling shifts. These items will be implemented by all parts of the leadership team and will not fall only on the Floor Manager.

Floor manager responsibilities are listed below, categorically. This position will help foster the standards for relationship building with customers and maintaining great relationships with the staff. The Floor Manager is responsible for ensuring our customers have a positive Trailhead and Buena Vista experience and monitors and helps to foster the quality of service. The Floor Manager will help the staff by implementing continuing education of products and the Arkansas Valley throughout the year (with support from the rest of the leadership team). Managers must also perform administrative duties for the facility, such as maintaining office supplies, managing the restocking and cleanliness of the floor, working with Buyers on inventory and special orders, opening and closing and ensuring 100% accuracy on closing procedures (including closing cash register and end of day forms). The Floor Manager position will be supported by the rest of the company leadership team and as with all company leadership, the Floor Manager will be tasked with setting a proper example to staff and customers of what we aim for the interaction and experience to be for customers and staff at the Trailhead. This will be an ongoing assignment for the whole leadership team to ensure that we can support each other and be able to communicate expectations well to the staff and ensure that the customer experience is outstanding.

General Responsibilities

- This position reports to the General Manager
- Attends weekly management meetings with the General Manager, MKT Manager, Floor Manager, and owner ("store review", news/information, needs/improvement, customer insight, customer buying trends, interesting information, etc.)
- Prepare and control the store's staffing with the goal of adequate expenditure and efficiency of staffing budget dollars
- Deal with complaints from customers to maintain the store's reputation
- Exemplifies superlative customer service
- Constantly inspect the areas in the store and resolve any issues that might arise
- Help determine the need for improvements in the store
- Ensure high levels of customers satisfaction through excellent service
- Deal with all issues that arise from staff or customers (complaints, grievances etc)
- Be an example of good behavior and high performance to staff and customers
- Works with General Manager on maintaining weekly floor schedule
- Coordinates with Inventory & Process Manager for the management of inventory on the floor.
- Helps manage the Opening and Closing of the store.
- Manages floor cleaning
- Create and foster a healthy workplace environment for staff
- Additional store manager duties as needed
- Coordinates overall in-store organization and cleanliness (floor tidiness, basement, backroom, downstairs, Ski Shop, upstairs room/hallway, upstairs bathroom)
- Floor Manager and Inventory & Process Manager work together with General Manager to make their schedule. One must be scheduled every day May-September.
- Manages oversight of inventory on the floor when Inventory & Process Manager is not present



Specific Responsibilities

- Staffing
 - Supervise and guide staff towards maximum performance in unison with Inventory & Process Manager and the General Manager
 - Helps to manage and implement staff training (with company leadership team as needed)
 - Help coordinate sales goals and in-store team building and other staff development events as needed
 - Ensure Sales Associates are compliant with policies and procedures
 - Works with Inventory & Process Manager on planning staffing needs and roles for the week
 - Manages Staffing schedule requests with Inventory & Process Manager
 - Helps to manage and implement staff training (with company leadership team as needed)
 - Helps plan Staff Hangouts with the Marketing Manager/other leadership during the summer
- Community Involvement
 - Coordinates/leads/helps out with scheduled Running Club meet-ups
 - Helps to organize other community involvement events (women, kids, etc.)
- Visual Representation
 - Help oversee in-store promotional events or displays with the General Manager, Marketing Manager, owner
 - Maintain outstanding store condition and visual merchandising standards
 - Coordinate with other leadership team to manage the plan floor layout

Requirements

- Proven successful experience as a manager
- Self Starting and willingness to initiate, problem-solve, and implement solutions
- Customer management skills
- Strong organizational skills
- Good communication and interpersonal skills
- Strong listening, presentation and decision making skills
- Adaptability for when special circumstances dictate or a plan deviates
- Ability to handle non-routine situations “on the fly”
- Desire to learn and continue to stay active/interested in the outdoors and the outdoor industry
- Team player
- Works well in a team environment
- Not afraid to ask questions
- Extensive knowledge of the systems and processes at The Trailhead or the willingness to learn