

JOB DESCRIPTION

DISTRICT MANAGER

Job Title: District Manager

Reporting to: Country Manager

Responsibility and Accountability

The role demands the job holder to adopt, accept and display full ownership, responsibility and accountability for the stores they manage. This includes all areas of store performance, overall store standards and compliance to policies, procedures, directives and instructions.

Key Responsibilities and Objectives

Customer Services

1. To ensure the stores within the area provides excellent customer service and the highest retail standards, and thereby achieve a customer friendly environment in which sales are maximized.

1.1. To encourage and embrace company initiatives to actively change culture to a more assertive sales environment for both management in store and staff on the sales floor.

1.2. To monitor management and staff selling skills by effective use of both the Company Training File, and also Store and Company Sales information, and thereby enhance sales and techniques resulting in increases in ATV and IPC and overall turnover.

Cost Control

2. To ensure that stores in the area remain profitable by achieving budgets and controlling costs.

2.1. To ensure Wage costs are kept within agreed budgets and controlled within company guidelines. Actively ensure no overspends

Stock Control

3. Take responsibility for stock, to have procedures in place to control and manage stock, ensure accurate and timely execution of stock takes and to investigate and account for any shortfalls in counts

Staff

3. To recruit and retain high quality team members and provide training

3.1 To motivate and discipline your team when necessary

3.2. Train managers to run their stores to the correct company standard and in line with company guidelines

3.2. To ensure that all team members are dressed in the correct uniform from the first day of employment, uniform must only consist of Mountain Warehouse products. Monitor and maintain high standards of appearance and conduct of team in line with company guidelines.

3.3. To control Staff scheduling by planning, following the needs of the business by recognizing peak and low times of selling.

3.4. To manage the scheduling of Holidays so as to ensure that you incorporate your staff's holiday entitlement into your yearly planner, making sure that your area is efficiently run at all times of the year.

3.5. To organize training sessions to achieve maximum product knowledge within the store, with the use of the Company Training File.

3.6. Hold area meetings to further train and coach your team.

3.7 All staff are to have full and completed training mandated for compliancy in each state or province, District Manager to conduct regular audits of employees files.

3.8 Develop teams internally, look and plan for potential promotions for future expansion.

Policies and procedures

4. To be aware of and implement company policies and procedures and to ensure that all staff and management follow correct practices in Sales, banking and accounting procedures

4.1 To ensure that staff and management on the area observe the relevant Health & Safety rules and regulations, and comply with Employment legislation and Trading standards / retail law.

4.2. To ensure compliance with policies and procedures in the company staff handbook, audit for completion of signed acknowledgements.

Communications and Motivation

5. To maintain excellent channels of communication within the business, area, and stores, with all levels of staff.

5.1. To take all reasonable steps to ensure that management and staff are kept fully appraised and motivated in respect of store targets and objectives

Commercial

6. To train and coach the managers and store teams to merchandise their stores to Model Store guidelines at all times, with the use of the Model Store File.

6.1. To train and coach the managers and teams to always maintain excellent standards of visual merchandising in store and in your window displays.

6.2. To maintain stocks to a sufficient level, by way of communicating shortages or overstocks and controlling of faulty products.

6.3. To comply with company promotions and look for other opportunities to promote products i.e. tent displays within deadlines set by company.

6.4 To maximize Sales and motivate teams on selling events be it days, weekends or extended periods of time

Health & Safety

7. To ensure that all Health and Safety regulations are adhered to for management and staff, customers and visitors alike. To be responsible for the staff training involved with Health and Safety issues, compliancy met for state or province.

7.1. To abide by all tenants handbooks and procedures as provided by the landlord.

7.2. Comply with monthly store Health and Safety requirements:

- Fire Risk Assessments (eg – electrical panels are free, clear and assessable)
- Assess Emergency exits free and clear of clutter and or debris.
- Conduct regular audits on monthly H&S inspections as well as employee files for full completion of all H&S training requirements.
- Follow up with HR to ensure completion of deficiencies in each store as per monthly H&S inspections.
- Preventative measures, ensuring risk assessment are completed, to avoid possible injury.

General House Keeping Standards

10. To ensure housekeeping within the stores on the area is maintained to high standards as set out in your Model Store File.

10.1. To ensure a high level of shop floor standards across the area I.E. ticketing and size cubes.

Personal Requirements

11. To be responsible for store accountability and company assets.

11.1. To undertake any other reasonable duties as requested by Mountain Warehouse Ltd., to ensure the successful running of your stores on your area and within the company:-

- Stocktaking
- Re-Fits/ new store openings
- Meetings

11.2. To promote the stores on our area and the company within the market place.

11.3. Within the framework of company policies, procedures and guidelines, by self-initiative generate and present solutions to both individual and stores issues.

District Manager Signature.....

Date.....

Senior Vice President Signature.....

Date.....