

Shop Manager

Reporting to Director of Operations, the Shop Manager is responsible for supervising CHAT shop operations.

The Shop Manager is expected to:

- supervise CHAT Shop operations including sales, cashier management, inventory control and preparation of reports in accordance with CHAT policy.
- monitor POS system and shop inventory from time to time.
- train, coach, position and discipline the shop team in a manner consistent with CHAT policies.
- manage the manpower and prepare the duty roster.
- prepare sales and inventory reports for management review.
- work closely with Textile Team in shop promotion events and assist on visual management.
- work closely with Visitor Experience team and supervise shop staffs in answering programme enquiries, receiving feedback and complaints.
- be able to work for irregular days and hours including weekends, public holidays or evenings.
- perform any other ad hoc duties.

You should be/ have:

- minimum 5 years in retail experience, with 2 years at supervisory level. Candidate with less experience may be considered as Assistant Shop Manager.
- proven experience in management of retail outlets in cultural or lifestyle sector preferred.
- higher diploma or above in Business Management, Retail or related field.
- strong team player and willing to multi-task and coordinate pro-actively amongst various internal teams and external vendors.
- be able to work independently, take initiative and meet deadlines.
- must be able to work on duty roster during weekends and holidays.
- excellent customer service and communication skills.
- fluent in spoken English, Cantonese and Putonghua.

TO APPLY FOR THIS POSITION

Qualified candidates should email their cover letter, CV, current and expected salary, names of 2 references with contact information to hr@mill6chat.org

*The information provided will be kept confidential and used for recruitment purposes only. Applicants not contacted within **six weeks** may consider their applications unsuccessful.*