

Shop Manager (Full-Time)

Reporting to Senior Director of Operations and Finance, 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, including coordination of intra-company orders;
- monitor POS system and shop inventory;
- train, coach, position and discipline the shop team in a manner consistent with CHAT policies;
- manage the manpower and prepare the duty roster;
- prepare merchandise report, sales and inventory reports for management review;
- work closely with Visitor Experience team and supervise shop staffs in answering programme enquiries, receiving feedback and complaints;
- work closely with Communications team in shop promotional events;
- upkeeping of product information for Shop staff's training under the guidance of Curatorial team and Branding & Communications team;
- responsible for contacting chosen vendors, following up purchase orders, merchandise delivery and reordering;
- work with Curatorial and Branding & Communications team on store visual merchandising and products display to enhance sales;
- support Branding & Communications team to prepare communication materials for visual merchandising (designer / brand bios and product description boards), including but not limited to designer/ brand bios, product description boards, social media posts. Work closely with Graphics team to provide review and oversight of the graphics outputs for Shop VM;
- analyse sales performance to support future buys;
- work closely with Finance & Admin team on sales-related admin tasks;
- be able to work for irregular days and hours including weekends, public holidays or evenings;
- attend meetings and 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;
- interested in unique setting of Shop as part of an arts and culture institution;
- diploma or above in Business Management, Retail or related fields;
- strong team player and willing to multi-task and coordinate pro-actively amongst various internal teams and external parties;
- 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 communications skills;
- fluent in spoken English, Cantonese and Putonghua

TO APPLY FOR THIS POSITION

Qualified candidates should email their cover letter, CV, expected salary and names of 2 references with contact information to hr@mill6chat.org by **3 Dec 2021**.

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

Important Note

Centre for Heritage Arts and Textile (“CHAT”) is a Temporary Places of Public Entertainment (“TPPE”) licensed premise and we abide by the HKSAR government-maintained measures under the Prevention and Control of Disease - Requirements and Directions (Business and Premises) Regulation Cap. 599F. Upon employment by Mill 6 Foundation Limited who operates CHAT, staff is expected to comply with the government stated vaccination or testing requirement and/or other requirements of the company.