

THE LOUNGE CO

A LOT OF LIFE HAPPENS ON YOUR SOFA

ASSISTANT STORE MANAGER

Based in Chiswick, London

Job Summary

To provide day to day assistance to the store manager and support to manage the team to ensure we deliver exceptional customer experience and that the store achieve its set targets.

Key Responsibilities and Accountabilities

- Assist Store Manager in the day-to-day management of store including scheduling and management of team members.
- Support the Store Manager in ensuring the store team are effectively support customers across all channels; Store, Telephone, Email & Livechat.
- In the absence of the Store Manager be responsible for preparing the schedule and managing all staff, full and key time, to ensure the store and customer services are adequately staffed and our customers have a great experience.
 - Provide best in class customer service and be an ambassador of the brand.
 - Ensure the standards of the store are always at the highest level.
 - Work closely with Marketing and Customer Operations and where necessary our factory in Castlewood.
- Drive sales across the store. Proactively offering feedback to the Central Support Team (Melksham) on how they most effectively support the store.
 - Ensure orders and customer details are accurate and managed on Magento platform.
 - Support the strategic goals of the brand.
 - Health and safety management of the store.
- Support the process for fulfilling customer fabric sample orders (centrally from the London store to all customers nationwide). This is core part of the customer experience, and the orders must be fulfilled promptly every day.

Key Skills

- **Previous experience of retail management essential**
- A good understanding of the continuing growth in omni/multi-channel retail and how this impacts customer experience is key
 - A genuine interest in interiors and furniture
 - A natural leader
 - Can motivate a team
 - Works well under pressure.
 - Strong team player

- Brand advocate
- A genuine passion for providing great customer service
- Results focused

Package

- Salary dependent on experience
- Hours of work- to be fully flexible including weekend working
- Pension scheme – company will match up to 4%. Aligned with this is 4 x life cover and Permanent Health Insurance (Income Protection) Scheme.
- 20 days holiday, plus bank holidays