


Tandy Leather in Charleston - Retail Store Manager

Full-time Regular Management
North Charleston, SC, US

Apply

Salary Range: \$20.00 To \$23.00 Hourly

 We're hiring a Store Manager at Tandy Leather in Charleston, SC!

We're looking for a creative, motivated leader who's passionate about customer service, craftsmanship, and building community through leathercraft. This role is perfect for someone who enjoys leading a team, driving sales, and inspiring makers of all skill levels.

From managing daily store operations to helping customers bring creative projects to life, every day is hands-on and rewarding. Retail management experience preferred, and a passion for creativity and learning is a huge plus.

Join a company built around craftsmanship, creativity, and maker culture.

<https://lnkd.in/gh5DqgVc>

The Store Manager is a dynamic, on-the-floor leader who excels in all store functions while serving as a guide and role model for the team. This role requires enthusiasm and passion for customer service, driving retail sales, managing store operations, developing people, and mastering all aspects of leathercrafting and Tandy Leather products.

As a Store Manager, you will foster an environment where exceptional service and extensive knowledge of leathercrafting and Tandy Leather products are the norm. Your leadership, energy, and decisiveness will inspire your team to provide outstanding customer service that translates into sales. You will drive success by building, training, and motivating your store team, ensuring superior customer service, and consistently executing operational functions to company standards. By embodying these principles, the Store Manager will ensure the store's success and uphold the Tandy Leather brand's reputation for quality and expertise in leathercrafting.

REPORTS TO

Zone Manager

LOCATION

Store Location

RESPONSIBILITIES

Retail Store Operations & Sales

- Is a self-starter and is motivated to drive sales and grow the business.
- Implement innovative initiatives to achieve store sales goals and has the curiosity to continuously identify new opportunities.
- Develop and execute a comprehensive quarterly sales plan, communicating it effectively to the team to ensure alignment and monitor progress to achieve business growth.
- Spend 90% of your time in-store, ensuring a strong retail presence.
- Dedicate approximately 10% of your time to building community connections that contribute to business development and sales growth.
- Adhere to Tandy's strategic direction, ensuring flawless execution of operational policies and procedures.

- Maintain brand and visual merchandising standards and ensure the store consistently delivers an exceptional customer experience.

Customer Service

- Understand the current customer base and implement innovative strategies to engage new customers.
- Create an emotional connection with customers and the store team, driving sales and engagement through exceptional customer service and creating a positive retail environment.
- Develop customer relationships through active listening, asking questions, and finding solutions to customer needs.
- Demonstrate comprehensive knowledge of Tandy strategy, has a positive mind-set and takes pride in being an ambassador for the Tandy Leather brand.

Leadership and People Management

- Exhibit leadership curiosity, set clear expectations by example, and coach, develop, mentor, and inspire the team to enhance store performance.
- Foster a supportive environment focused on development and teamwork to grow careers and retain talent.
- Network, recruit, and hire staff to meet staffing needs, utilizing provided onboarding tools.
- Inspire team growth through continual coaching, balanced performance feedback, and individual development.

Leathercrafting & Product Knowledge

- Scheduling a variety of classes that promote leathercrafting and feature Tandy products.
- Stay adept at leathercrafting skills by continual practice and staying curious about new trends.
- Teach store employees and customers Tandy leathercrafting techniques.
- Continuously learn about Tandy leather products and be knowledgeable about their appropriate application based on customer needs.

QUALIFICATIONS:

- High school diploma or equivalent work experience, bachelor's degree a plus
- Minimum of 2 years of retail leadership experience.
- Demonstrated expertise in all aspects of store operations.
- Adaptable and proactive in learning best practices.
- Strong critical thinking skills to ensure flawless execution of store operations.
- Highly motivated by providing exceptional customer service and driven to achieve retail sales.
- Personable and capable of engaging with diverse customers.
- Team player and self-starter, able to work efficiently both independently and within a team.
- Ability to thrive in a dynamic environment, shifting from multitasking to self-directed tasks as needed.
- Willingness to work varied schedules, including weekends and holidays, based on business needs.
- Commitment to following company guidelines, policies, and procedures.
- Basic computer skills.
- Excellent written and verbal communication skills.
- Leathercrafting, art, or creative arts knowledge or skills a plus

PHYSICAL DEMANDS

- Constant moving & standing for at least two consecutive hours
- Lifting up to 30lbs.
- Stooping, kneeling, and crouching
- Climbing ladders
- Reaching for items above eye level
- Involves close vision and color vision, depth perception, and focus adjustment