



iRun Texas

POSITION TITLE: Store Manager

Position Description:

The Store Manager will work alongside team members ensuring that our customer experience and store procedures are achieved to the highest standards. This individual will play an integral role in effectively communicating initiatives from Operations Manager to the Sales Team. The Store Manager will help support the daily operations of the business.

Relationships:

Reporting:

- a. Reporting to Operations Manager
- b. Direct Reports are the Sales Associates

Expectations:

- a. Help establish and achieve team standards with the leadership team in areas of sales and customer service
- b. Override policies in the best interest of customer experience and lifetime value
- c. Develop a positive team culture and environment for all team members
- d. Proactively make staffing adjustments to achieve payroll goals

Responsibilities:

- a. Motivate and inspire team members to always create the iRun Texas Experience
- b. Manage and direct operating procedures, policies, sales, and activities of personnel at store level
- c. Lead by example to ensure higher team member retention and product knowledge
- d. Maintain work schedules, paid time off, and attendance records for store personnel
- e. Manage in-store inventory processes and oversee special orders
- f. Manage loss prevention using accurate inventory processes
- g. Work the sales floor to ensure every customer always receives the iRun Texas Experience
- h. Assist in staff meetings
- i. Collaborate with owner/leadership team for team and/or individual development
- j. Convey and relate company decisions/policies to team
- k. Assist in team member training, development, motivation, moral, and operational efficiency
- l. Ownership of sales floor appearance
- m. Collaborate with the owner to set sales and KPI goals for the team for the year
- n. Develop and maintain vendor relations
- o. Help execute iRun Texas events
- p. Communicating and recommending upcoming personnel changes
- q. Assist in the recruiting and hiring process of Sales Associates
- r. Train new Sales Associates on selling and fit process
- s. Leads product training for all Sales Associates

Measures of Performance:

- a. Achieves store employee and team metrics

Requirements:

1. Retail experience preferred
2. Prior experience managing and leading teams preferred
3. Computer skills, prior experience working with point-of-sale software preferred