**Job Description Template: Floor Manager**

Position Title: Floor Manager

Location: [City], [Town]

Position Type: Full-time

Department: Retail

Reports to: [Name/Title]

**Company Description**

[Company Name] is a dynamic and customer-focused retail establishment committed to delivering an exceptional shopping experience. We are currently seeking a motivated and experienced Floor Manager to join our team and contribute to the success of our retail operations.

Job Description

As a Floor Manager, you will be responsible for ensuring the smooth and efficient operation of the sales floor. You will lead a team of retail associates, fostering a positive and customer-centric environment. Your focus will be on optimising sales, maintaining visual merchandising standards, and ensuring excellent customer service.

**Team Leadership:**

* Supervise and motivate retail associates on the sales floor.
* Lead by example in delivering excellent customer service and promoting a positive team culture.

**Sales and Customer Service:**

* Achieve and exceed sales targets through effective team management and sales strategies.
* Handle customer inquiries, resolve issues, and ensure customer satisfaction.

**Visual Merchandising:**

* Oversee the layout and visual presentation of merchandise on the sales floor.
* Ensure adherence to company standards for product placement and visual aesthetics.

**Inventory Management**:

* Monitor and manage stock levels on the sales floor.
* Assist in stock replenishment and merchandising to optimise sales opportunities.

**Operational Excellence:**

* Collaborate with the Store Manager to implement and enforce operational procedures.
* Conduct regular store audits to ensure compliance with company policies and standards.

**Team Development:**

* Assist in recruiting, training, and onboarding new team members.
* Provide ongoing coaching and support to enhance the skills and performance of the retail team.

**Customer Experience:**

* Ensure a welcoming and positive shopping environment for customers.
* Handle escalated customer concerns or complaints with professionalism and efficiency.

**Qualifications**

* Previous experience in a retail management role, with a focus on floor management.
* Strong leadership skills and the ability to motivate and inspire a team.
* Excellent communication and interpersonal skills.
* Proven track record of achieving and exceeding sales targets.
* Knowledge of visual merchandising principles and retail operations.
* Ability to multitask and prioritise in a fast-paced retail environment.

**Additional Information**

Joining [Company Name] means becoming part of a collaborative and customer-centric team. We offer competitive salaries, opportunities for career growth, and a positive work environment where your contributions are valued. If you have a passion for retail and leadership, we invite you to apply and contribute to the success of our store.

[Company Name] is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

*This job description is a generic template and can be customised to align with the specific needs and values of your company.*