

Assistant Store Manager

This is a very special opportunity to get in on the ground-floor of the US launch of a strong, dynamic, fashion-forward British business as it takes on the US market.

As a Hotel Chocolat Assistant Store Manager you are called to:

- Collaborate with the Store Manager to launch and manage one of the first US retail locations for British cocoa grower and chocolatier, Hotel Chocolat
- Champion and drive the Store Manager's initiatives to improve sales, profitability, customer experience, risk management, brand optimization and staff development
- Assume full responsibility for managing the retail store's daily operations when the manager is absent

Your Role:

- Inspire, lead and act as a brand ambassador
- Proactively generate sales through merchandising and selling techniques
- Lead projects to improve the retail store's operations to optimize profitability and performance
- Coach team members on Hotel Chocolat competencies, ethics, philosophies and best-practices
- Impress guests with your knowledge, enthusiasm and commitment to customer service
- Maintain a beautiful inviting store environment, in which our guests are encouraged to linger and learn about our products, company and brand
- Cultivate and share the team's chocolate knowledge and passion for the brand in every guest encounter
- Learn about, grow and engage in the success of the overall US business

Our perfect candidate:

- Is a passionate retailer with a minimum of 2 years of retail sales experience, and at least 6 months team leadership responsibility
- Thrives in a dynamic environment
- Exudes passion, confidence, professionalism and commitment to the business' success
- Is team-oriented - able to motivate and develop a successful team
- Is sharp, commercially-minded and decisive
- Truly believes in the power of exceptional customer service and chocolate

If you are interested in applying for a position within one of our new stores, please forward a copy of your resume a cover letter to people@hotelchocolat.com