

SAINT LAURENT

ASSISTANT STORE DIRECTOR

ABOUT SAINT LAURENT

Founded in 1961, Yves Saint Laurent was the first couture house to introduce the concept of luxury prêt-à-porter in a 1966 collection called 'Rive Gauche', synonymous with youth and freedom. This shift represented a first critical step in the modernization of fashion and revolutionized the sociocultural landscape. In 1999, the luxury goods division of the Kering Group acquired Yves Saint Laurent and, under the creative direction of Anthony Vaccarello since April 2016, continues to position the house at the summit of the luxury universe. Today, Saint Laurent collections include women's and men's ready-to-wear, shoes, handbags, small leather goods, jewelry, scarves, ties and eyewear.

ROLE

As a Store Director, you will be responsible for promoting brand engagement and loyalty to customers, in particular by building strong relationships with top clients, in order to drive business and meet the store goals. You will represent the company in all you do and be a proactive sales professional. You will have oversight of all processes in store and guarantee compliance with all procedures set by the Headquarters to ensure the store runs effectively and efficiently.

MISSION

- Attract, develop, retain, and engage both clients and team members
- Demonstrate sales leadership for team members by playing an active role on the shop floor and building relationships with clients
- Implement action plans to achieve general targets and P&L
- Define targeted quantitative and qualitative goals and ensure they are achieved
- Communicate high quality relevant feedback and analysis to HQ and team members
- Awareness and sensitivity to your business environment, with up to date knowledge on market trends and competitors
- Foster and maintain a positive work environment through open communication in order to motivate and engage the team
- Ensure professional growth and training of team members with a through continuous coaching and development
- Create development plans for sales staff and management in order to drive performance
- Build a network who have an impact on local and international luxury business in order to promote customer loyalty, especially with top clients
- Ensure the store atmosphere upholds brand image
- Maintain team behaviors and store appearance that are consistent with the standard of Saint Laurent service, image and values
- Ensure all delicate situations regarding customer complaints and the overall sales process are dealt with accordingly
- Ensure that all the processes are in compliance with legal, safety and internal requirements
- Challenge current processes to ensure efficiency and effectiveness

- Supervise warehouse stock and verify that it is in line with the store's sales potential, by liaising with Merchandising Retail Director accordingly
- Manage inventory activities taking into account related inventory results in collaboration with Back Office operations
- Optimize stockroom management in order to make processes as efficient as possible in collaboration with the Back Office operations

PROFILE

- 3 - 5 successful years of experience in a managerial role
- Significant experience in the sale of luxury goods or retail
- Adaptable, transparent, dynamic and curious in your approach
- High sensitivity to customer experience, engagement and loyalty
- Exceptional persuasiveness and interpersonal skills
- Attention to detail and highly organised
- Willingness to be involved in an innovative projects
- Efficiency in Microsoft Works (Word, Excel, PowerPoint)

Saint Laurent is committed to building a diverse workforce. We believe diversity in all its forms – gender, age, nationality, culture, religious beliefs and sexual orientation – enriches the workplace. It opens up opportunities for people to express their talent, both individually and collectively and it helps foster our ability to adapt to a changing world. As an Equal Opportunity Employer we welcome and consider applications from all qualified candidates, regardless of their background.

