

Reporting to Boutique Manager

Job mission

As an Ambassador of the Maison, he/she is responsible of the development and optimization of the team performance and profitability by managing the boutique team, ensuring excellence in boutique operations and client service.

Main accountabilities

1. Team Management & People Development
 - Designs the optimum organization, recruits the right profiles and ensures proactively talent pipe-line in his/her boutique. Drives performance and compensation management, ensures people de-velopment (career committees, mid-year discus-sions, training & development plans), motivates and reinforces engagement
 - Communicates, federates and motivates the boutique team around the strategy and vision of the Maison and their collective and individual implication
 - Supervises on a day-to-day basis the Care Service team
2. Boutique Performance & Sales Achievement
 - Makes a diagnosis based on a solid performance analysis, review of competencies and environ-ment and defines dynamic annual action plans to achieve Maison, boutique and category sales targets
 - Guarantees the implementation and regular mo-nitoring of the action plans and amends modifi-cations if necessary
 - Optimizes boutique performance and profitability
 - Monitors boutique KPIs
3. Boutique Operations & Administration
 - Is responsible for the respect of all group, Maison and boutique policies, procedures and guidelines
 - Supervises the boutique back office and admi-nistration
 - Oversees the boutique maintenance
4. Client Relationship & Portfolio Development
 - Is the warrant of a unique and highly professional client service within the boutique
 - Leads the implementation and monitoring of the ROI for client relationship programs and actions
 - Acts as an Ambassador of the Maison and builds direct contact with VIPs

Key skills

- Management and leadership skills
- Business acumen
- Strategic thinking
- Client intelligence
- Excellent representation skills