



TITLE: Business Manager
REPORTS TO: Regional Sales Manager
FLSA: Exempt
LOCATED: NYC – Bergdorf Goodman Men’s & Women’s Stores

JOB OVERVIEW: This full-time role is responsible to drive and build retail sales while coaching the Product Specialist teams at both counters. By embracing the Customer Experience and leading by example, this position will focus on achieving the sales goal for the counters on behalf of the International Cosmetics & Perfumes (ICP) brands – specifically, The House of Creed. This role will provide outstanding client service through proactivity, creativity, and organization. This person will also promote and maintain the intrinsic company culture that fosters the firm’s core values of: Transparency, Recognition, Accountability, and Communication.

RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO:

Sales responsibilities

- Champion and drive The Customer Experience, holding each PS accountable for all aspects within.
- Drive retail sales plan at the store level by exhibiting accountability for overall function of the BG ICP Sales Team.
- Achieve personal sales goals, in part by developing relationships throughout the store to promote ICP brands and inter-sell.
- Create/execute action plans based on market calendar for goal obtainment, including executing on presell of launches.

Managerial responsibilities

- Set and manage total counter and individual PS goals. Organize daily objectives/sales goals for each counter to maintain & grow business, in part by holding each PS accountable to meet daily, weekly, monthly, and seasonal goals.
- Provide direction to Store Manager (SM) and/or Product Specialist (PS) on the counter.
- Keep each counter focused on the counter responsibilities and driven to succeed, by in part holding monthly morning meetings; Department Wide Meetings, Store Wide Meetings, and Out of Home-base Meetings.
- Submit weekly/monthly paperwork to Regional Sales Manager (RSM) and Department Manager (DM) on time.
- Partner closely with Regional Sales Manager (RSM) and Training Manager to drive all aspects of the business.
- Accountable for training and set up, including attendance of guests at Creed trainings.
- Communicate / escalate all store, counter, product concerns to appropriate parties.

Counter responsibilities

- Organize each counter to present store and Creed standards to consistently maintain the counters’ standards.
- Execute on all merchandising guidelines.

REQUIREMENTS INCLUDE, BUT ARE NOT LIMITED TO:

- 5 - 10 years of retail sales experience, demonstrating progression in positions that drive retail sales.
- Proficiency in the retail and fragrance business with an understanding of retail partners and store organization, some of which preferably comes from the luxury fragrance/skincare industry.
- Experience in and comfortable with working in an intimate boutique style team setting and managing a team.
- Excellent verbal and written communication skills, including strong interpersonal skills.
- Strong attention to detail and organizational skills.
- Excellent recruiting, training and coaching skills, to be used to continually educate and motivate the sales force.
- Physical ability to move about in store, kneeling, stooping, using stairs, carrying, bending, stretching and twisting, lifting up to 25 lbs.
- Possesses good computer and keyboarding skills and is knowledgeable of various reporting tools and systems to support business needs.
- Flexible and adaptable to changing priorities with the ability and willingness to multi-task.

Compensation includes competitive salary, benefits, including 401K plan and PTO, professional development and more!